

Consumer Satisfaction Survey 2005 Annual Report

Outpatient Mental Health and Substance Use Disorder Services



August, 2006

Virginia Department of Mental Health, Mental Retardation
and Substance Abuse Services
Offices of Mental Health and Substance Abuse Services
P. O. Box 1797
Richmond, Virginia 23218-1797

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ACKNOWLEDGEMENTS

The Department of Mental Health, Mental Retardation and Substance Abuse Services wishes to acknowledge the significant efforts of the employees at the 40 Community Services Boards across Virginia and the thousands of consumers who took the time to complete the consumer survey. We would also like to recognize the work of the Social Science Research Center at Old Dominion University. In addition, we acknowledge the team of people in the Office of Mental Health and the Office of Substance Abuse Services who conducted the consumer survey, analyzed the survey results and produced this report. It was a collaborative effort and the contributions of all involved were necessary to make it possible. Also, this survey would not have been possible without a Mental Health Data Infrastructure Grant from the Center for Mental Health Services (CMHS), Substance Abuse Mental Health Services Administration (SAMHSA).

EXECUTIVE SUMMARY

Background

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified consumer perceptions of services at community services boards (CSBs) as a performance measure to be assessed by CSBs on an annual basis. The DMHMRSAS administered its tenth annual statewide survey of consumer perceptions of CSB services in October 2005 using the 24-item version of the Consumer Survey developed for the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. For the seventh consecutive year, data were collected on adult mental health and substance use disorder consumers who presented for non-emergency outpatient services over the course of one workweek. This survey method was used to assure that the sample of consumers surveyed at each CSB would be representative of the population of consumers currently being served by the CSB. This year, besides the seven demographic and treatment factors (age, race, duration of treatment, Hispanic ethnicity, reason for seeking services, referral source, and gender) utilized on past surveys, DMHMRSAS, in conjunction with the Center for Mental Health Services, added eight new questions. Consumers were asked to provide information pertaining to their social connectedness, including family support, employment, hospitalization, arrests, and residence.

To determine consumer perceptions of CSB services, four outcome indicators were calculated based on responses to the MHSIP Consumer Survey. These indicators were:

- **Consumer Perception of Access**, defined as the percentage of consumers who reported good access to services.
- **Consumer Perception of Appropriateness**, defined as the percentage of consumers reporting that they received services appropriate to their needs.
- **Consumer Perception of Outcome**, defined as the percentage of consumers who reported positive change as a result of the services they received through the CSB.
- **Consumer Satisfaction with Services**, defined as the percentage of consumers who reported general satisfaction with CSB services.

Findings

- All 40 CSBs participated in the survey. Of the 12,808 consumers eligible for the survey, 8,049 submitted the survey (of which 8,011 were complete on at least one domain), yielding a response rate of 62.5%.
- Survey respondents were 8,049 adult mental health (MH), substance use (SUD) and co-occurring mental health and substance use disorders (MH/SUD) outpatient consumers presenting for clinic appointments over the course of one workweek.
- The majority of respondents were White (63.2%), female (51.3%), and between the ages of 21 and 64 (92.3%).

- More than half (55.3%) identified themselves as receiving treatment for MH problems, while 27% reported receiving treatment services for SUD alone, and 17.7% for MH/SUD.
- Slightly more respondents reported being in treatment for at least one year (52%) than reported being in treatment for less than one year (48%).
- Approximately 30% of the respondents were referred for treatment services by the criminal justice system, departments of social services, or employee assistance programs. Consumers seeking SUD services were more likely to have been referred by the criminal justice system, department of social services, or employee assistance programs (66.3%), while MH consumers were more likely to have been referred by physicians or hospitals (38.2%), or to be self- or family-referred (22.4%).
- About 6.5% of the respondents reported that they had been homeless at some time during the six months prior to completing the survey.
- Twenty-one percent had been arrested during the past twelve months. Sixteen percent had been arrested during the preceding year.
- About seventeen percent had at least one psychiatric hospitalization during the past twelve months.
- Forty-eight percent had some kind of paid employment during the year preceding the survey.

Demographic Characteristics and Outcome Indicators

- The majority of Virginia's adult consumers reported positive perceptions of services received through the CSBs.
- 82.2% (N=7,959) of consumers reported satisfaction in the domain of Access, 85.4% (N=7,858) in the Appropriateness domain, 73.3% (N=7,739) in the Outcome domain, and 86.3% (N=7,946) in the General Satisfaction domain.
- On all domains with the exception of Outcome, women were significantly more likely to report positive perceptions of CSB services than were their male counterparts.
- A dose-response effect was observed between age and the four outcome domains. Consumers in the youngest age group were significantly less likely to report positive perceptions on all domains than consumers in older age groups. These findings are consistent with the results from consumer surveys administered over the last three years.
- Hispanic consumers were significantly more likely to report positive perceptions on the Outcome domain than non-Hispanics.
- African-American and consumers in the "Other" category of race were significantly more likely to report a positive perception on the Outcome domain than were Whites.
- In general, consumers who had been receiving services for longer periods reported more positive perceptions than consumers who received services for only a short time. These differences were significant for the General, Access, and Outcome domains.
- Those consumers who indicated that they had not been homeless in the past six months were more likely to report positive perceptions of service on the Appropriateness domain than those who had been homeless. Consumers who had not moved within the last six months were more likely to report positive perceptions of service on the General Satisfaction and Access domains than those who had moved one or more times.

- Those who indicated that they had not been arrested within the past twelve months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had.
- Those who reported that they had not had a psychiatric hospitalization in the past twelve months were significantly more likely to report positive perceptions on the Outcome domain than those who had been hospitalized.
- Those who indicated that they had not worked at a paid job in the past 12 months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains, while those who had paid employment in the past 12 months were more likely to report positive perceptions on the Outcome domain.
- Consumers who indicated higher levels of social connectedness (support in times of crisis and a source of people with whom to do enjoyable things) were considerably more likely to report positive perceptions of services on all domains. The difference was particularly striking on the Outcome domain.

Service Areas

- Analyses assessing consumer perceptions in the following three service areas were conducted: MH, SUD and MH/SUD.
- The MH consumers were more likely to report positive perceptions than SUD consumers or MH/SUD consumers on the General Satisfaction and Access domains.
- The SUD consumers were more likely to report positive perceptions on the Outcome domain than either MH or MH/SUD consumers.
- Consumers who received both MH and SUD services were more likely to report positive perceptions on the Appropriateness domain than MH or SUD consumers.

Conclusion

- The majority of Virginia's adult consumers receiving MH and SUD services continue to report positive perceptions of the services received through the CSBs on several domains.
- More than 80.0% of consumers reported positive perceptions on the domains of Access, Appropriateness, and General Satisfaction.

Limitations

Several limitations prevent conclusive interpretation of these findings. These are:

- Considerable variability was found in reported survey response rates, ranging from 12.9% to 97.3% of kept non-emergency appointments for the survey week.
- The results of this survey reflect the perceptions of only those consumers in treatment at the time of the survey and who agreed to complete it. Thus, the survey is open to self-selection biases. It is possible that there are differences between the consumers who

completed the survey and those who did not. However, such information was not collected to test for differences.

- Because consumers who are not in treatment are not surveyed, these results cannot be generalized to all consumers served by CSBs.
- The MHSIP measure used for this survey was designed to improve the quality of mental health programs and services, and not necessarily designed for substance use disorder populations. Therefore, caution should be taken when interpreting the results for consumers with SUDs.
- All variables were obtained by self-report, making the findings open to self-report biases.
- Finally, because the survey is a cross-sectional design, these findings represent the perceptions of consumers only at the time of the survey. Perceptions and attitudes are subject to continuous change over time.

Despite these limitations, the survey clearly contributes to a greater understanding of consumer perceptions about publicly funded MH and SUD treatment services. Age and gender differences in perception of CSB services, for example, highlight the need for CSB staff members to be aware of the implications of such demographic characteristics when providing treatment services.

INTRODUCTION

Purpose of the Survey

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified consumer satisfaction and perceptions of Community Services Boards (CSBs) as a performance measure to be assessed on an annual basis. The DMHMRSAS administered its tenth annual statewide survey of consumer perceptions of CSB services in October 2005. For the seventh consecutive year, data were collected on adult mental health and substance use disorder consumers who presented for non-emergency outpatient services over the course of one workweek.

Interpretation of the Results

- Results of the surveys are given in percentages. This report uses the following guide. Percentage (%) agree includes those who indicated, “Strongly Agree” or “Agree” as a response. Percentage (%) disagree includes those who indicate the categories of “Disagree” or “Strongly Disagree” as a response.
- For data analysis, some patient and treatment categories were collapsed into meaningful categories. Race was collapsed into White, African-American and Other, because the numbers of respondents who self-identified as Asian, Pacific Islander, Native American, etc. were too small for the results to be statistically significant. The age categories, duration of treatment and referral source categories were collapsed also.
- Analysis was done using SPSS 14.0. Chi-square tests and ANOVAs were used as appropriate. Significant differences are those differences that are statistically significant at the $p \leq .05$ level, $p \leq .01$, or $p \leq .001$ level as denoted.

Organization of the Report

This document is divided into four chapters organized by the results of the survey. The four chapters are Statewide, Mental Health, Substance Use Disorders and co-occurring Mental Health and Substance Use Disorders. Each chapter can be used as a stand-alone document and has a corresponding appendix. Appendix E has information pertaining to Internet resources.

Contact Information for Questions

Statewide Data
Mental Health Disorders

Will Ferriss, OMH
(804) 371-0363
will.ferriss@co.dmhmrssas.virginia.gov

Substance Use Disorders
Mental Health/Substance Use Disorders

Sterling Deal, OSAS
(804) 786-3906
sterling.deal@co.dmhmrssas.virginia.gov

METHODOLOGY

Measure

Consumers were surveyed by means of a questionnaire distributed by administrative staff at the Community Service Boards (CSBs). The questionnaire (Table A-3, Appendix A) used for this project was the 24-item version of the Consumer Survey developed for the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. The MHSIP Consumer Survey was designed to measure consumer perceptions of community-based services on several dimensions, including access to services, appropriateness, quality of services, and consumer perceptions of positive change (outcomes) as a result of services. Respondents were also asked to self-identify the reason they were receiving services: mental health (MH), substance use disorder (SUD), co-occurring mental health and substance use disorder (MH/SUD). The following demographic information was also collected: race, gender, ethnicity, age, length of time receiving services and referral source. Questions regarding involvement with the justice system, employment, job training, psychiatric hospitalization, and housing status were added to the survey last year. This year, two additional questions were added which pertain to social connectedness, as well as two additional housing-related questions. CSBs were also asked to provide a report of the number of kept non-emergency appointments for adult mental health and substance use disorder consumers during the survey week to calculate survey response rates.

Administration of the Survey

The 40 CSBs distributed the Consumer Survey to adult consumers of mental health and substance use disorder outpatient and case management services for the week of their choice, either the last week in September or the first week in October of 2005. A Spanish version of the survey was provided as needed. Completion of the surveys was voluntary and confidential. The CSBs returned the completed surveys to Old Dominion University (ODU) for processing. DMHMRAS contracted with ODU to revise the survey (minimal changes from the previous year), provide the surveys to and receive the surveys from CSBs via mail, and to process the completed data. The Office of Mental Health (OMH) and the Office of Substance Abuse Services (OSAS) were responsible for data analyses and reporting. A total of 8,049 surveys were submitted, representing 62.5% of the consumers receiving treatment in CSBs during the week of the survey. See Table A-1 in Appendix A for a breakout by CSB.

Domain Definitions

Consumers responded to the 24 items of the Mental Health Statistics Improvement Program's (MSHIP) *Consumer-Oriented Mental Health Report Card* on a 5-point scale such that "1" represented strong agreement, "5" represented strong disagreement, and "3" indicated a neutral response. A copy of the survey instrument is in Appendix A, Table A-3.

Note: Data for figures found in this section are located in Appendix A.

- The **General Satisfaction** domain is comprised of Items 1-3; at least two of the items had to be completed by the consumer for the subscale to be calculated.

- The **Access** domain consists of Items 4-7; a minimum of two items had to be completed by the consumer to calculate this subscale.
- The **Appropriateness** domain (Items 9, 11-13, 15 and 16) required at least three items to be completed by the consumer for the subscale to be calculated.
- Finally, the **Outcome** domain (Items 17-23) required at least four items to be completed by the consumer for the subscale to be calculated.

Sample

The questionnaire was administered to adults who presented for mental health and substance use disorder outpatient and case management services during a five-workday period at each CSB. Specifically excluded from the survey were:

- Individuals receiving only emergency, jail-based, detoxification, prevention, residential, psychosocial, or inpatient services;
- Individuals presenting for their first appointment for the treatment episode.

The questionnaire was administered to all eligible consumers throughout each day, including evening hours, if applicable. CSBs were asked to make available a non-program staff person (e.g., a prevention, reimbursement, or clerical staff person or volunteer) to assist in the process and ensure that all consumers targeted for the survey received a copy of the questionnaire, and to provide assistance to consumers. Consumers were given the choice of completing the questionnaire on their own, or having someone administer the questionnaire to them. Consumers were instructed to leave the completed survey in a box designated for the collection of surveys. This assured the anonymity of the respondents.

Analyses

Response Rates and Valid Cases

- All forty CSBs participated in the survey. CSBs were required to provide the total number of scheduled and kept appointments over the 5-day survey period for consumers meeting the inclusion criteria to calculate response rates.
- While response rates varied considerably among CSBs, from a low of 12.9% to a high of 97.3%, 62.5% of eligible consumers completed the surveys across all CSBs. Seven CSBs reported response rates under 50%, while 17 CSBs reported response rates of 75% or higher.
- The higher the response rate, the more likely that the sample obtained by the CSB in question is representative of consumers served by the CSB. Response rate data by CSB overall and by disability area are presented in Figures 1 and 2 on pages 9 and 10. Refer to Tables A-1 and A-2 in Appendix A.
- The statewide response rate was approximately the same as last year, while the actual number of surveys increased from 7,372 in 2005 to 8,049 surveys in 2006, of which 8,011 were complete on at least one domain.
- Surveys were counted as “completed” if at least one of the four domain subscales could be calculated. In order for each subscale to be calculated, a minimum number of items had to have been completed by the consumer.

- For the Access and General Satisfaction scales, a minimum of two items were needed; for Appropriateness and Outcome scales to be calculated, three and four completed items were required, respectively.

Figure 1: Overall Response Rate by CSB

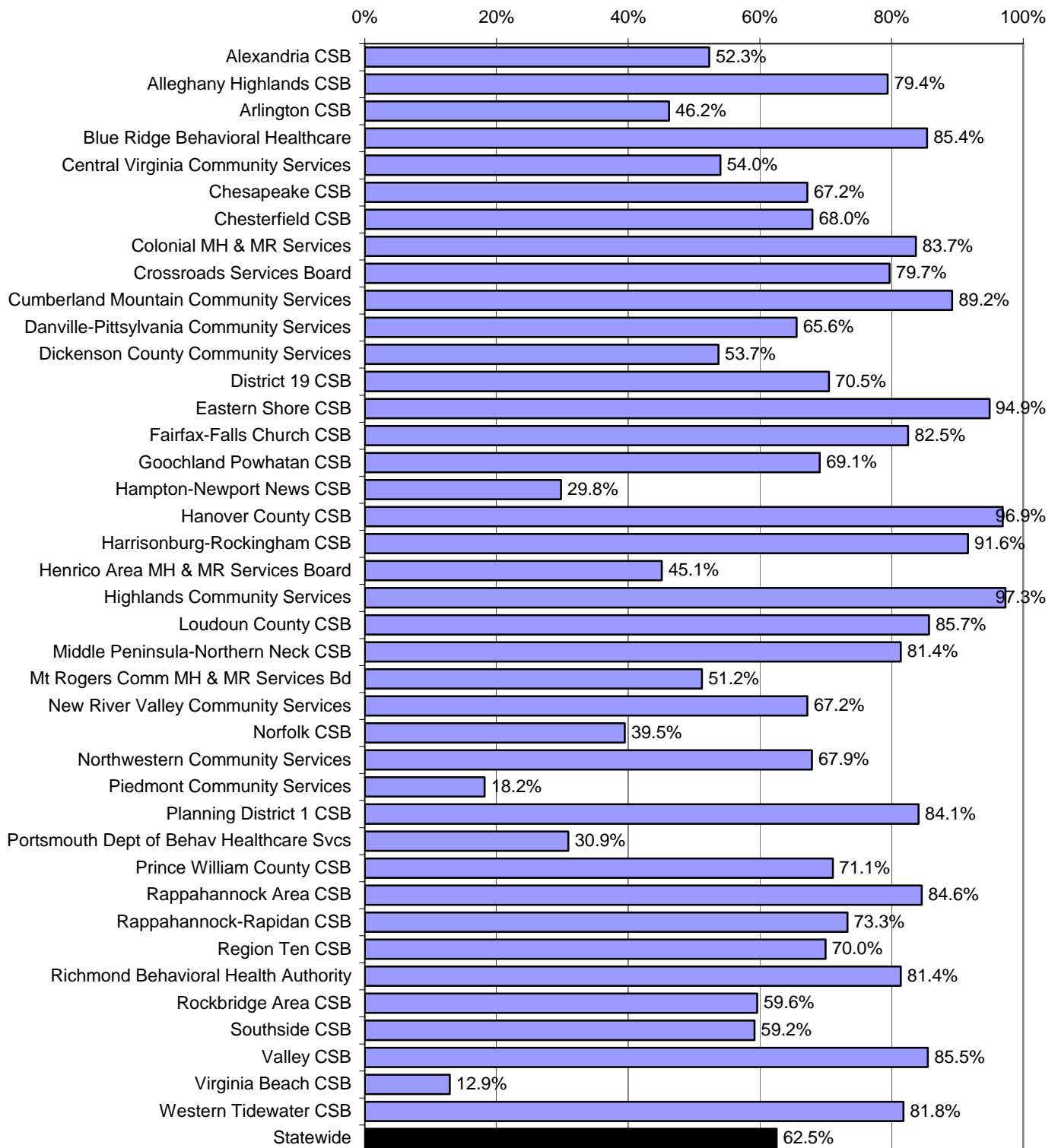
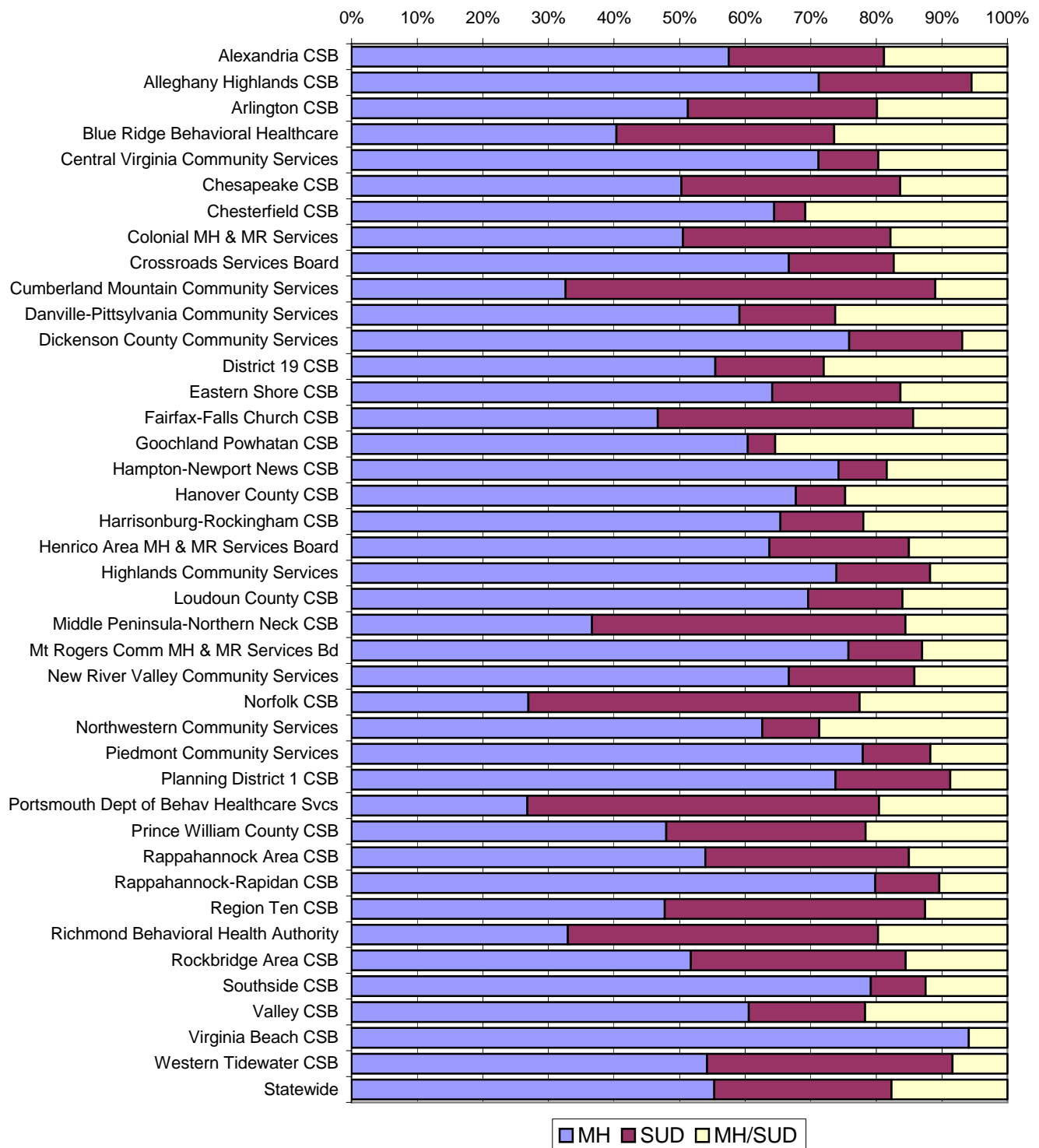


Figure 2: Response Rate by Service Area per CSB



CHAPTER 1: STATEWIDE SURVEY RESPONSES

Because this survey instrument was designed to gather satisfaction data primarily for the improvement of the quality of mental health programs and services, demographic and treatment characteristics are tabulated by service area as well as overall totals and are shown together in this section for ease of comparison. See individual service area chapters for further detail on levels of satisfaction with services.

Demographics and Treatment Characteristics of Statewide Sample

A total of 8,049 consumers returned surveys with at least one valid response, of which 8,011 were complete on one or more domains.

Representativeness of Sample

A comparison of demographic characteristics of the survey sample with persons served by CSBs in FY 2005 revealed that the statewide survey sample is representative of consumers who were served by CSBs. The percentage of each demographic variable for the survey sample is within 6% of the percentages of consumers served by the CSBs as reported in FY 2005.

Figure 3: Self-Identified Reason for Services

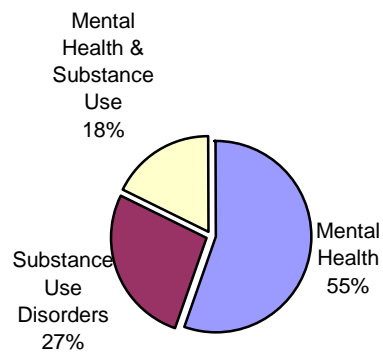


Figure 4: Sample by Gender

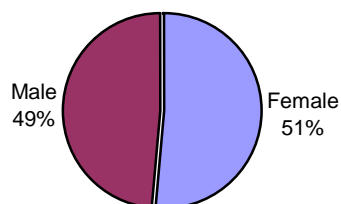


Figure 5: Service Area by Gender

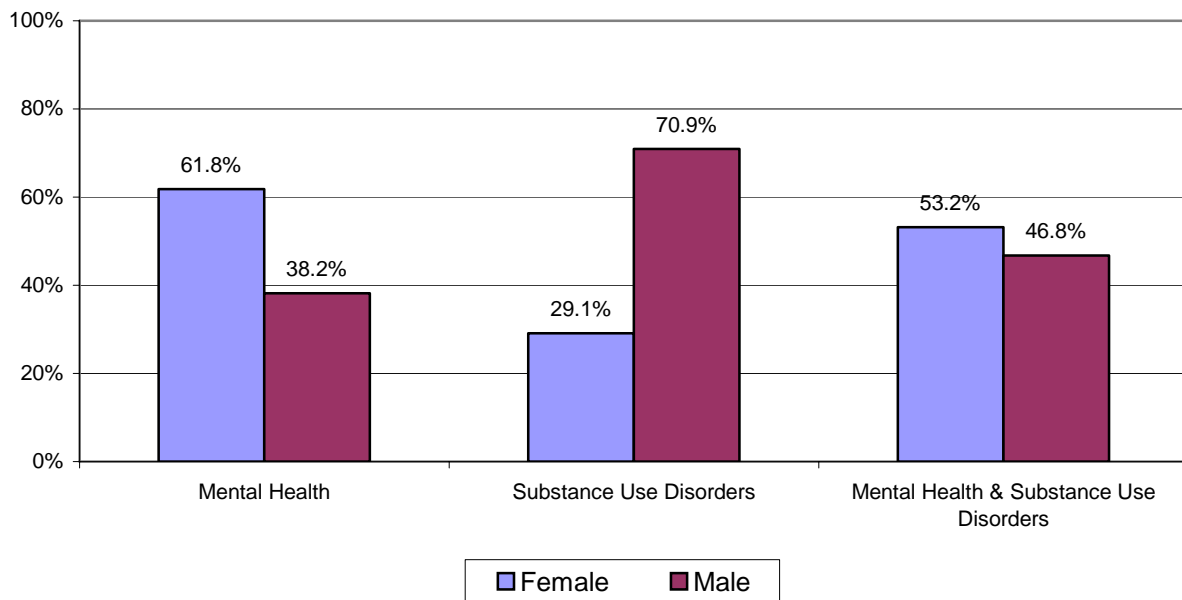
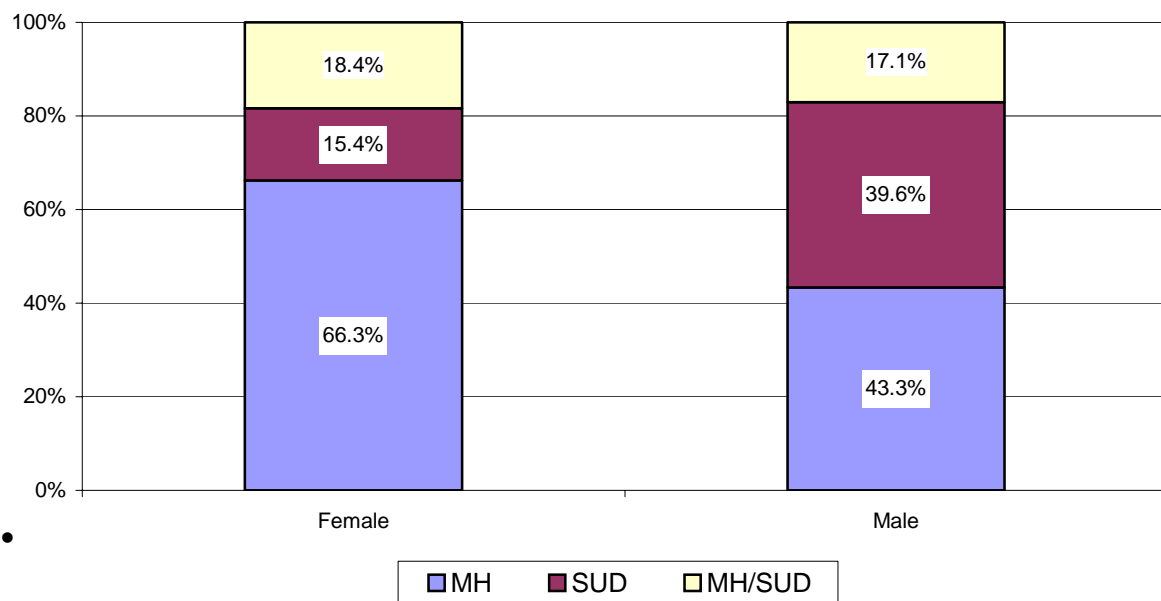
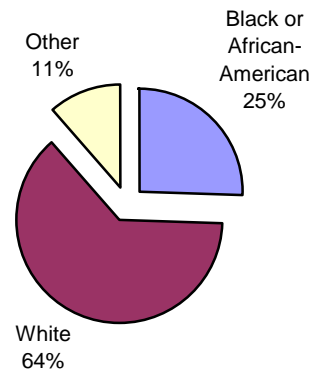


Figure 6: Gender by Service Area



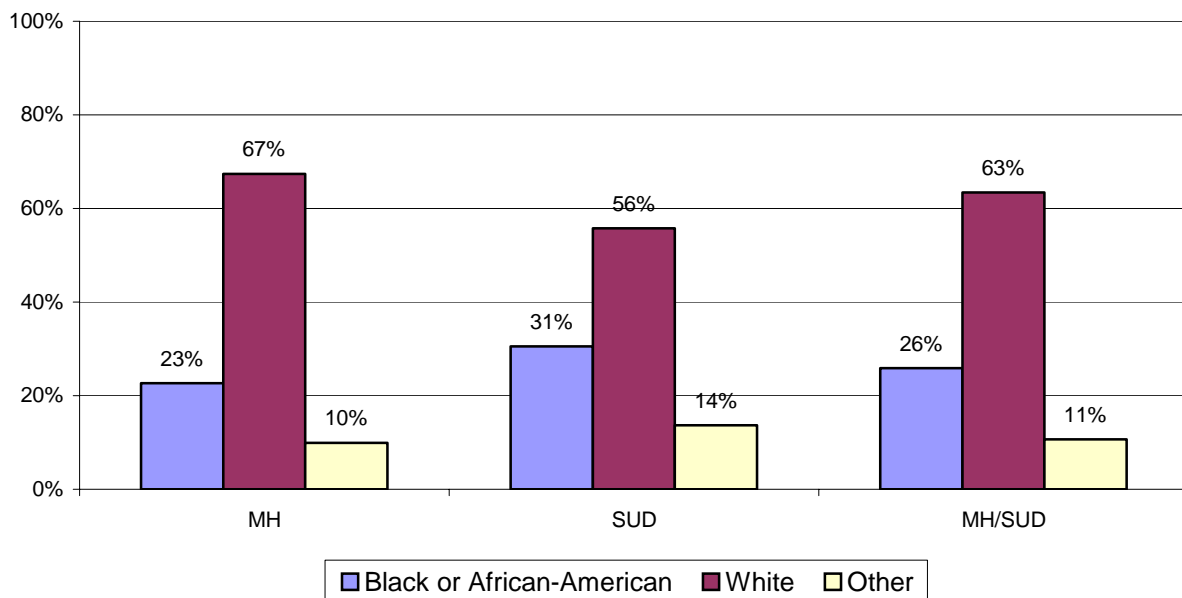
- Males were more likely to report that they were seeking services for substance use disorders while females were more likely to report they were seeking services for mental health disorders.
- Males were as likely as females to report that they sought services for combined mental health/substance use disorders.

Figure 7: Sample by Race



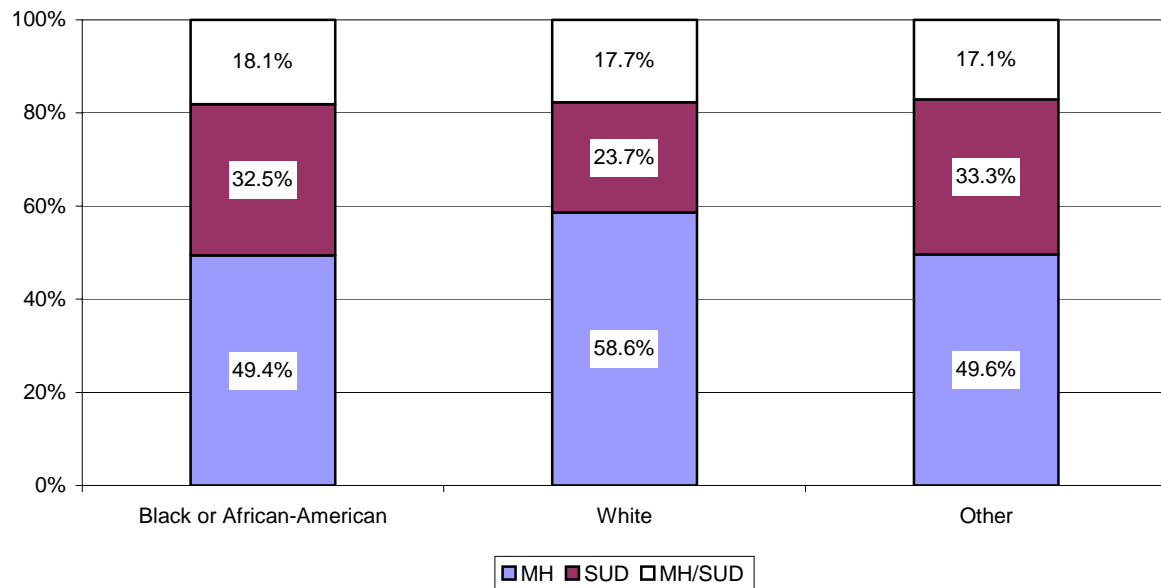
- Those who indicated that they are Alaskan/Native American, Asian, or Pacific Islander were a combined total of 3.6% of all respondents. These categories were added to the “Other Race” category, which accounted for 7.4% of the responses.

Figure 8: Service Area by Race



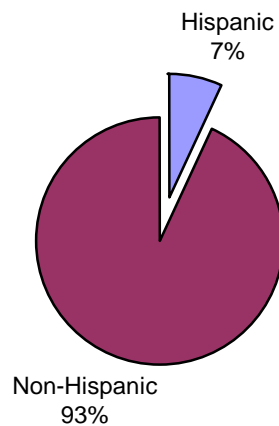
Consumer comment: “I've gotten here what I couldn't get anywhere else. Hope! Thank you all.”

Figure 9: Race by Service Area



- Non-White consumers were more likely than White consumers to seek substance abuse services. White consumers were more likely to seek mental health services than non-White consumers.

Figure 10: Sample by Ethnicity



Consumer comment: "If it were not for this place and the staff, I would still be stuck inside my home being depressed all the time and afraid to come outside."

Figure 11: Service Area by Ethnicity

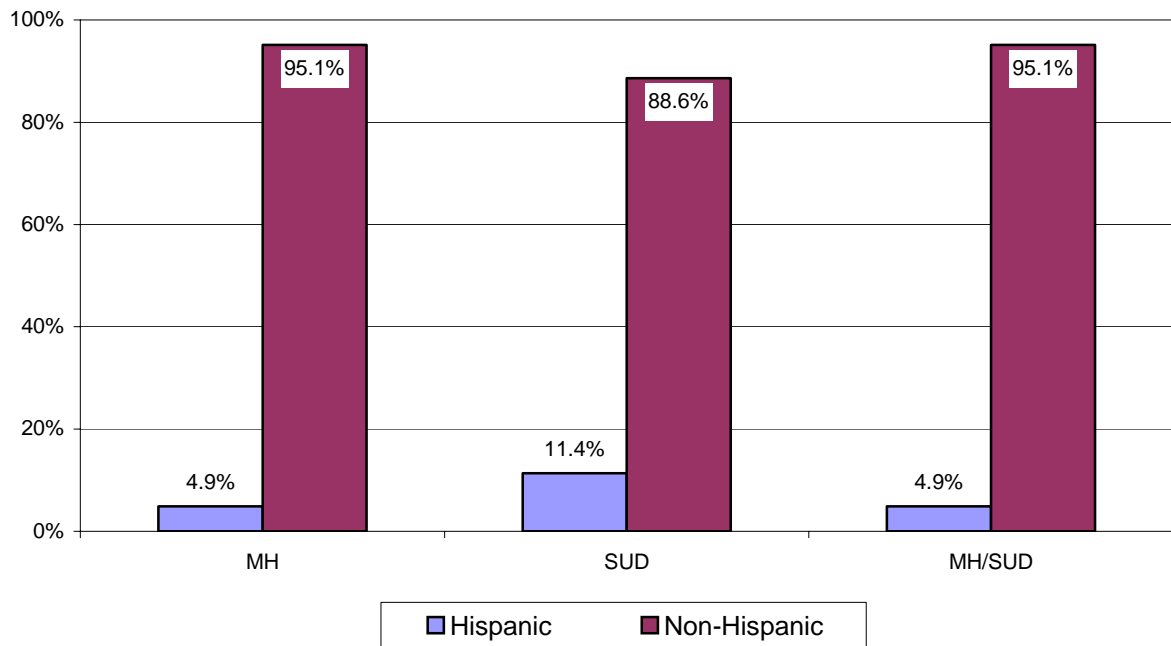
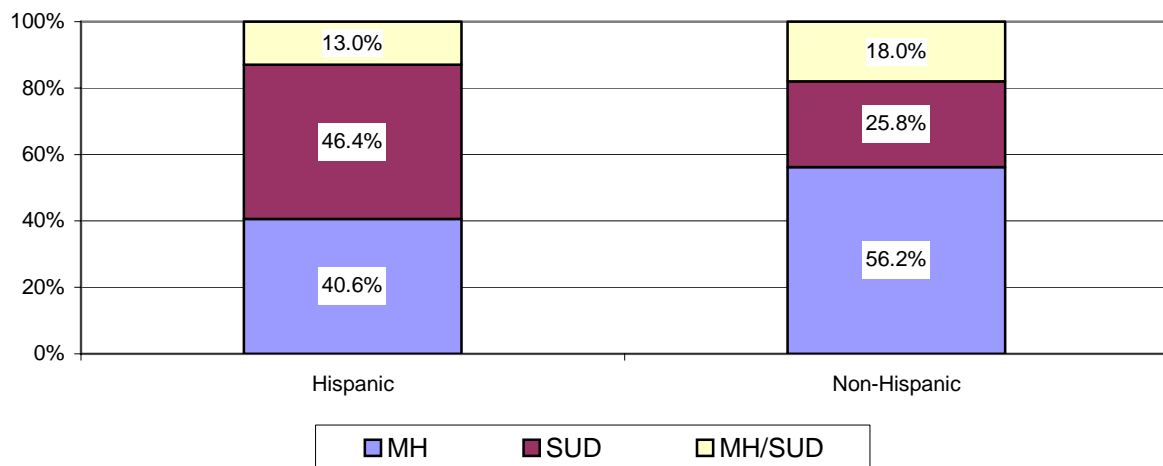


Figure 12: Ethnicity by Service Area



- Respondents who reported that they are of Hispanic origin were almost twice as likely to seek substance use disorder services as those not of Hispanic origin.

Figure 13: Sample by Age

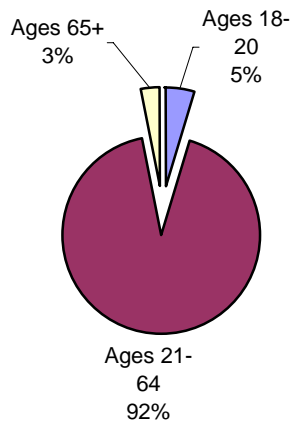
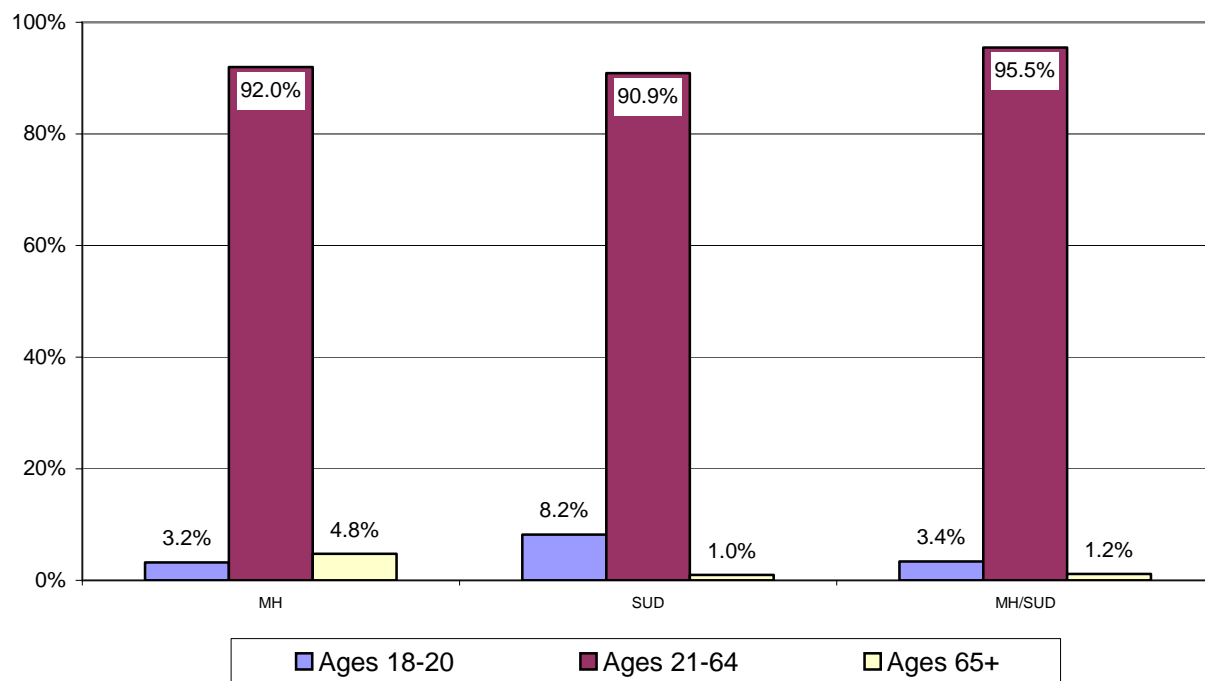


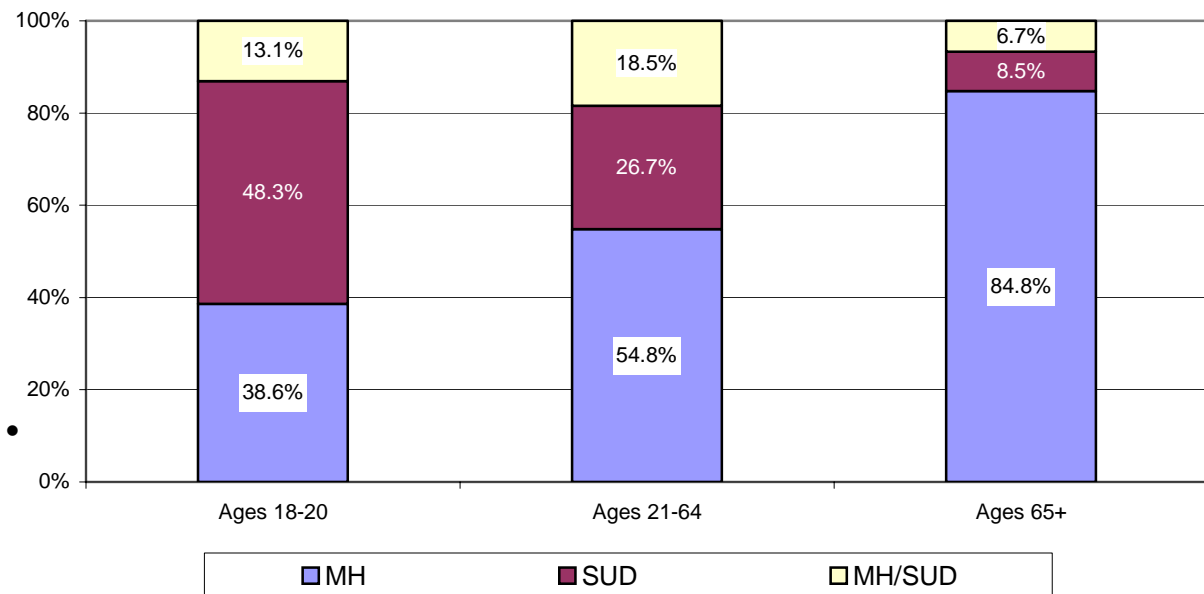
Figure 14: Service Area by Age



Consumer comments:

- **“Sometimes I get the impression that the caseloads are so heavy that it affects the treatment process.”**
- **“Emergency services and visits are very difficult to receive/schedule.”**

Figure 15: Age by Service Area



- The older the respondent, the more likely they were to seek mental health services and the less likely to seek services for substance use disorders.

Consumer comment: "I want to go home. I'm 73 yrs old and want to live on my own again."

Figure 16: Referral Source

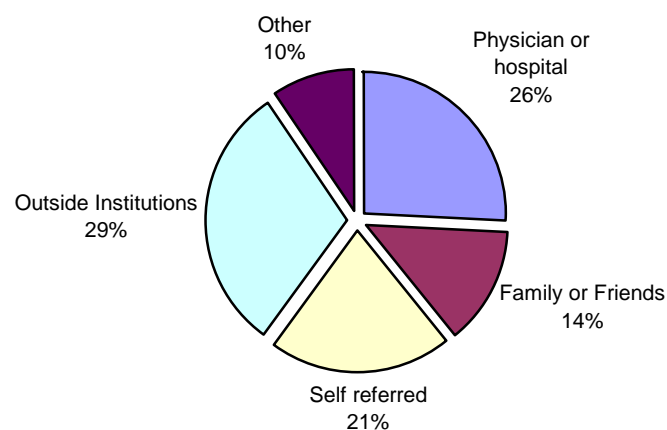
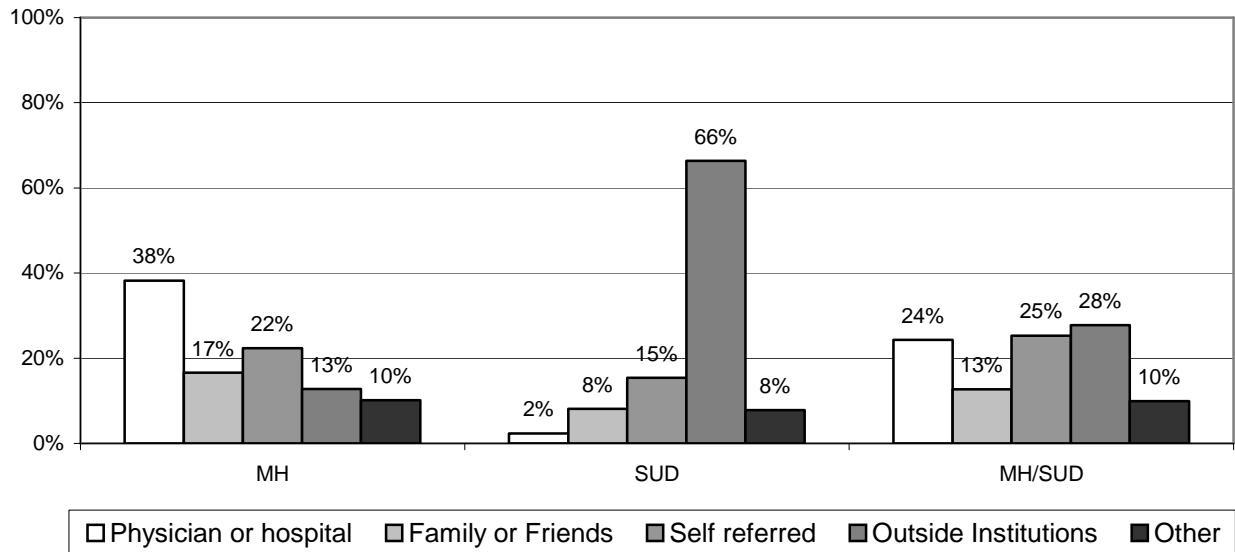


Figure 17: Service Area by Referral Source



- Substance use disorder consumers were significantly more likely to be referred by outside agencies (DSS, courts, police, employer, etc.) than either mental health or mental health/substance use disorder consumers.
- Mental health consumers were most likely to be referred by physicians/hospitals.

Figure 18: Referral Source by Service Area

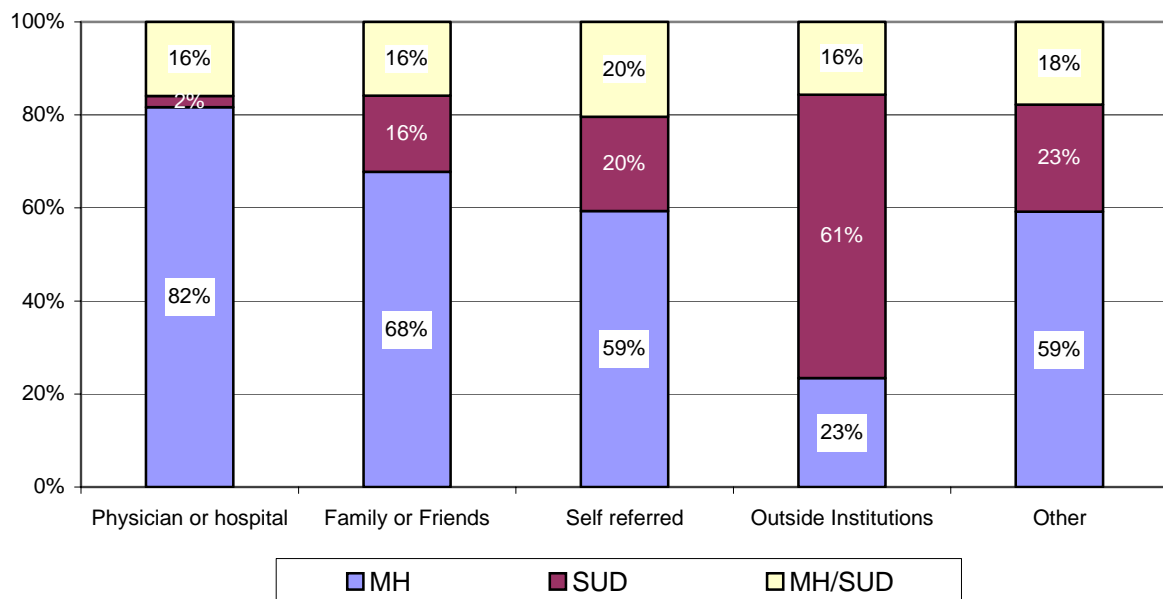


Figure 19: Duration of Treatment

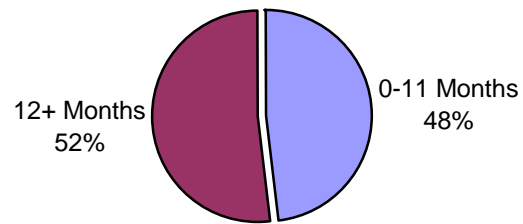
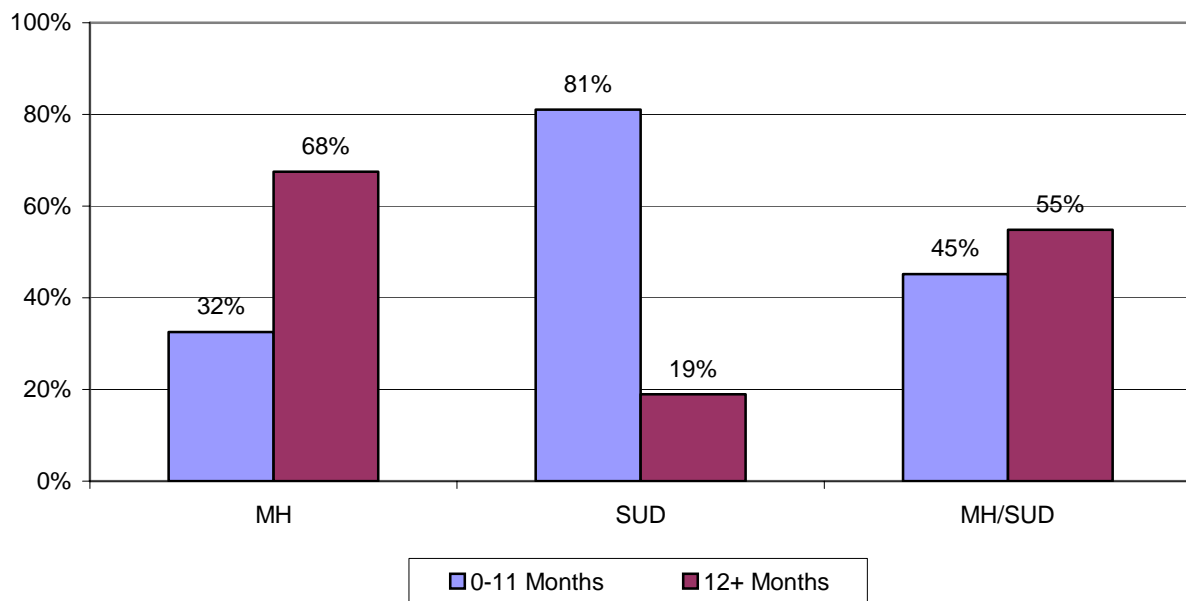


Figure 20: Service Area by Duration of Treatment



- Mental health and mental health/substance use disorder consumers were significantly more likely to be in treatment for more than one year than substance use disorder consumers.

Figure 21: Duration of Treatment by Service Area

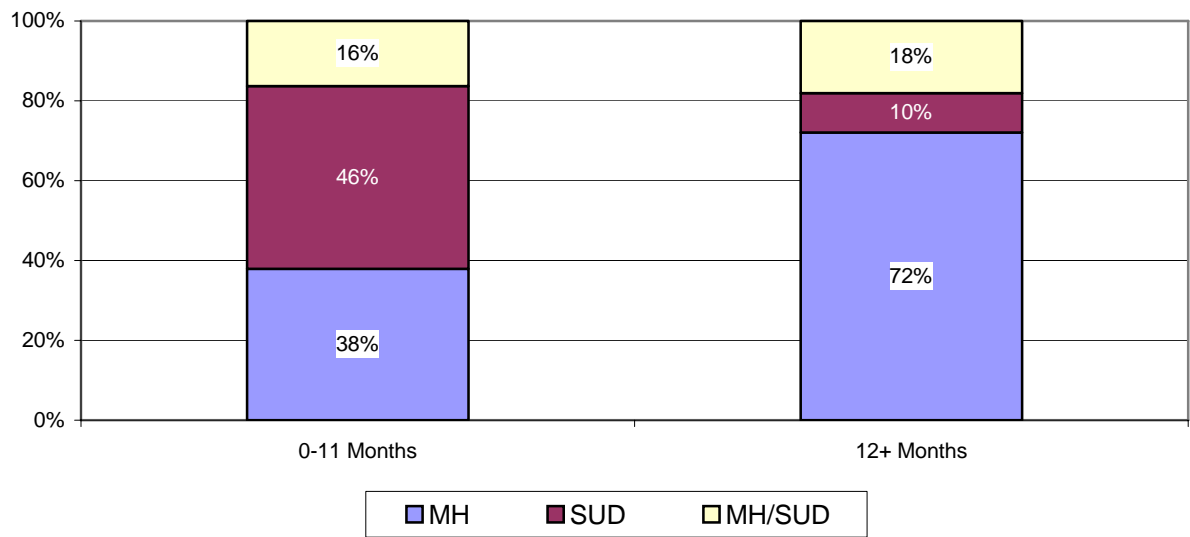
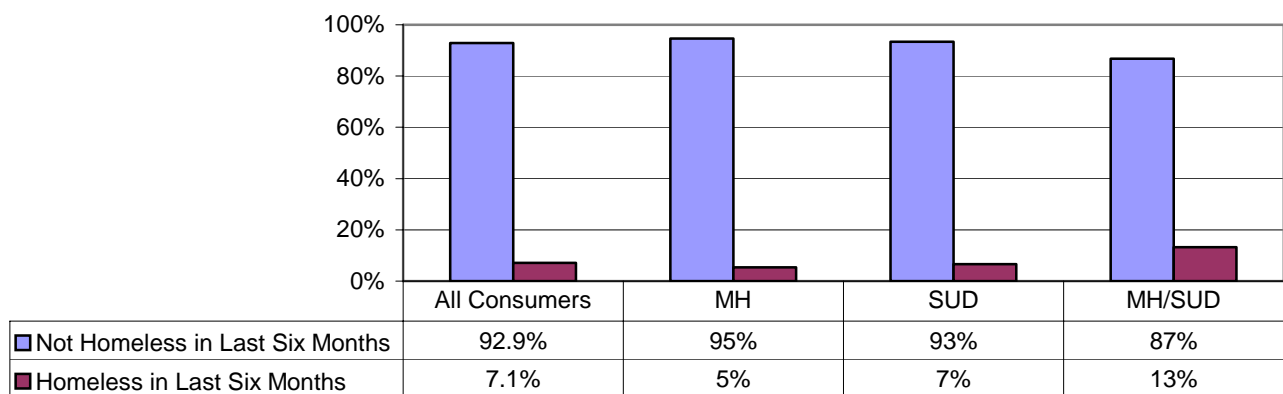
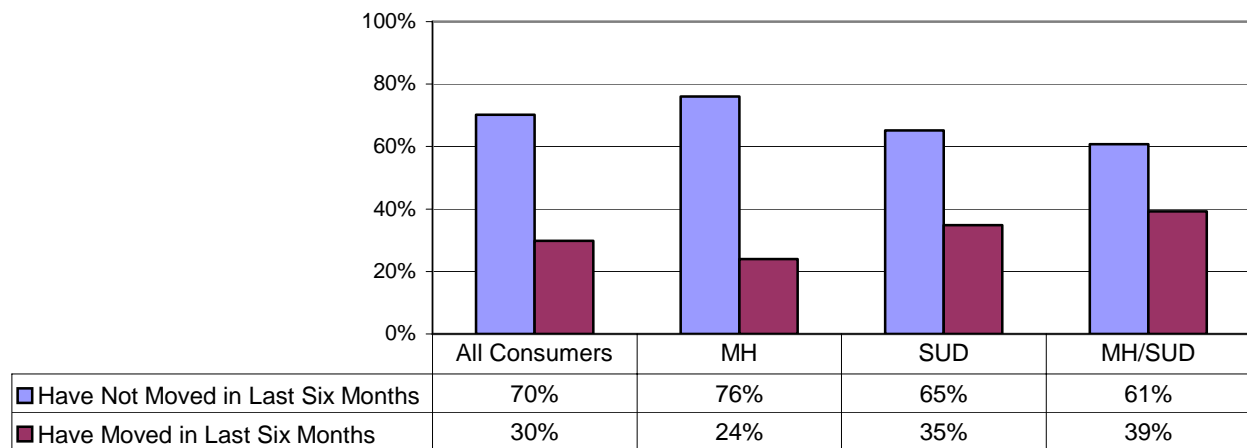


Figure 22: Service Area by Housing Status - Homelessness



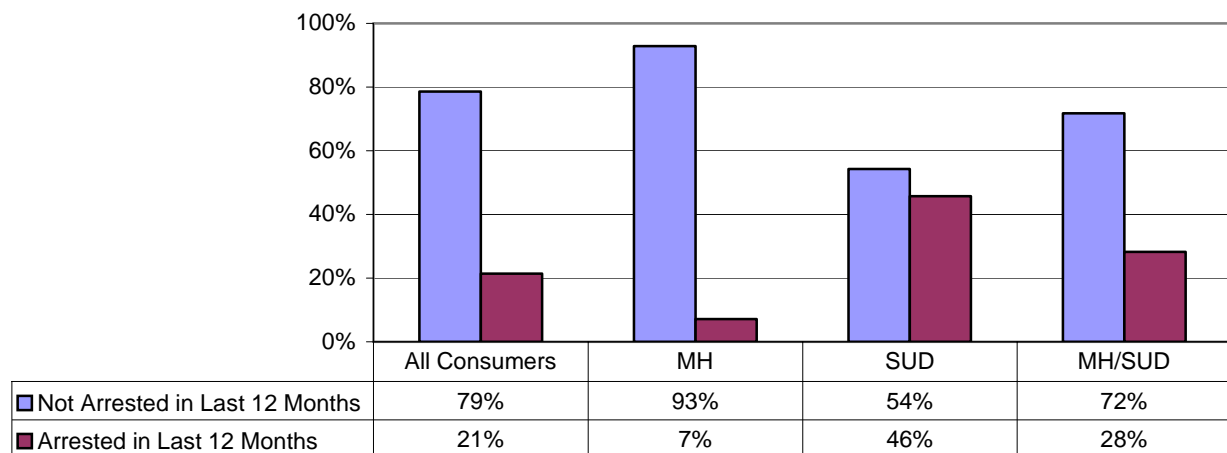
- Those consumers with co-occurring disorders were at about twice as likely to have been homeless within the past six months as those with either mental health or substance use disorders.

Figure 23: Service Area by Housing Stability



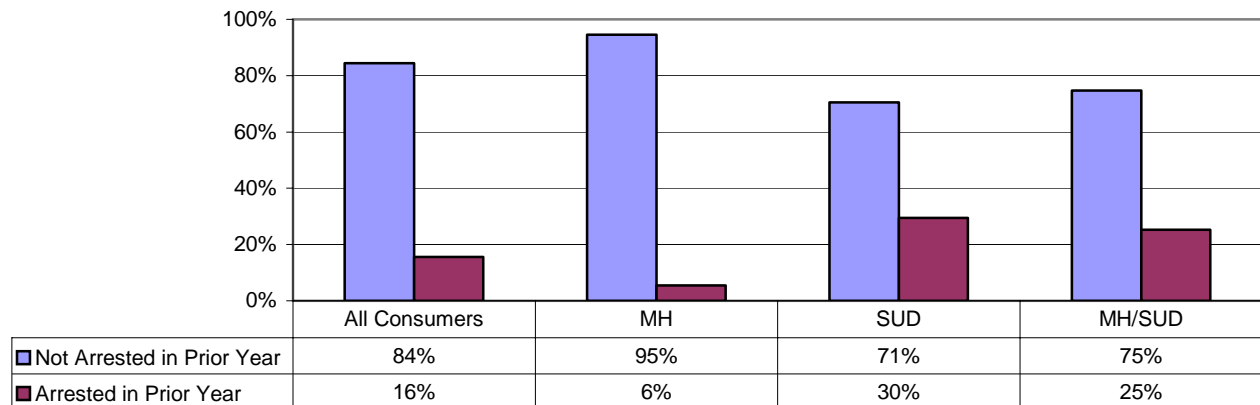
- Consumers with mental health disorders were less likely to have moved in the last six months than those with co-occurring or substance use disorders.

Figure 24: Service Area by Criminal Justice System Involvement in the Past 12 Months



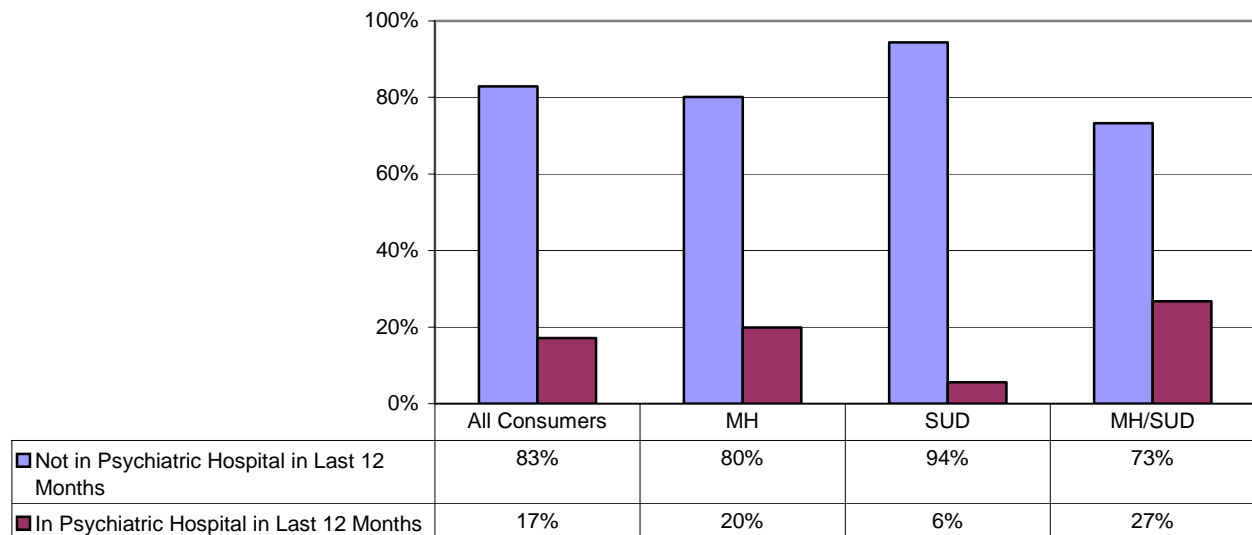
- Those consumers with substance use disorders were six times more likely than MH consumers to have involvement with the criminal justice system in the past year. Those consumers with co-occurring disorders were four times more likely than MH consumers to have involvement with the criminal justice system in the past year. Note that the criminal justice questions in the 2005 survey reflect activity over the past 12 months, as opposed to the six-month period specified in the previous year.

Figure 25: Service Area by Criminal Justice System Involvement in the Previous Year



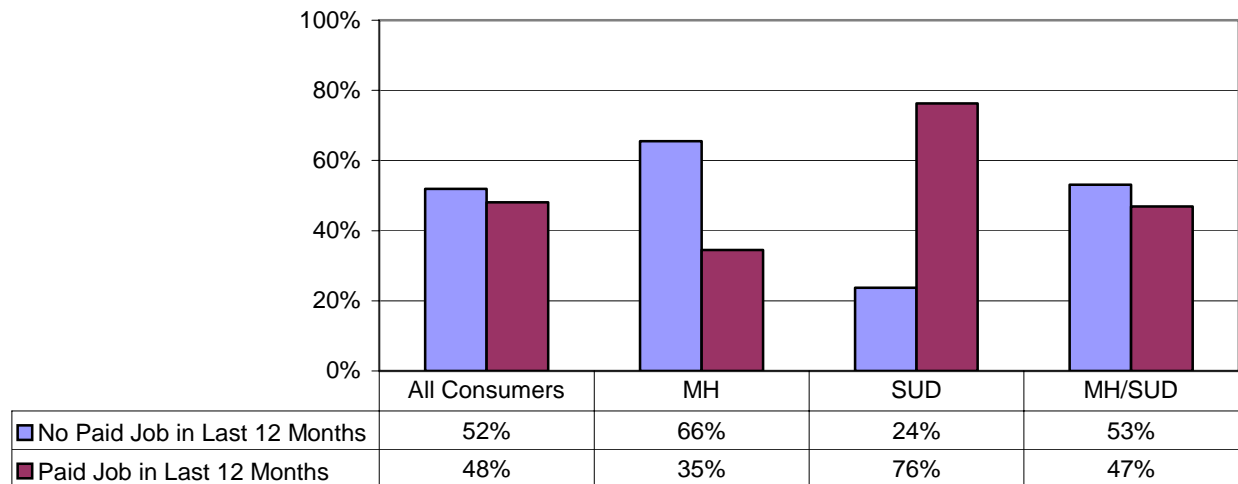
- Significantly fewer consumers of substance abuse services reported any criminal justice system involvement for the prior year. Consumers of mental health services and those with co-occurring disorders reported approximately the same level of criminal justice involvement in the prior year.

Figure 26: Service Area by Psychiatric Hospitalization



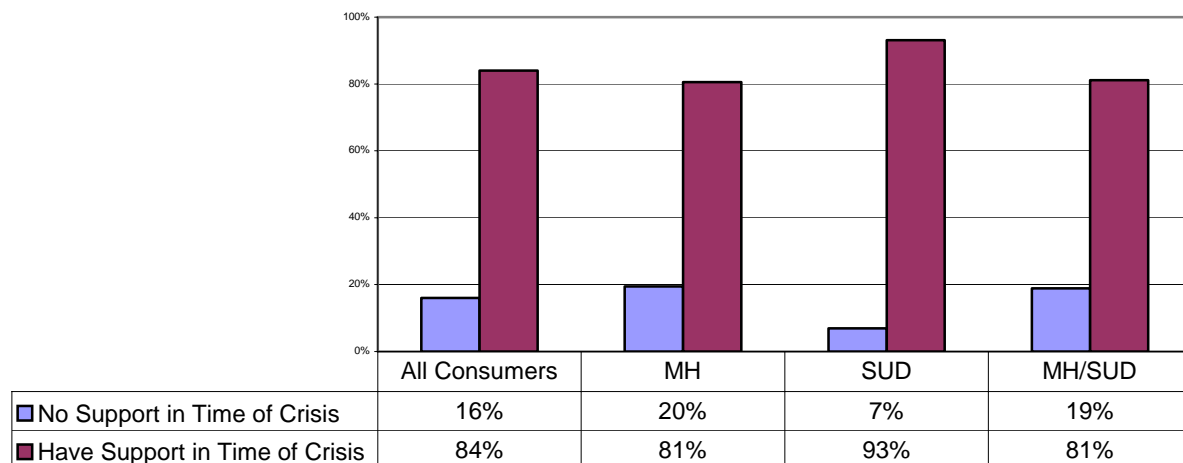
- Consumers with co-occurring disorders were significantly more likely to have been hospitalized within the past 12 months than consumers with mental health or substance use disorders.

Figure 27: Service Area by Employment



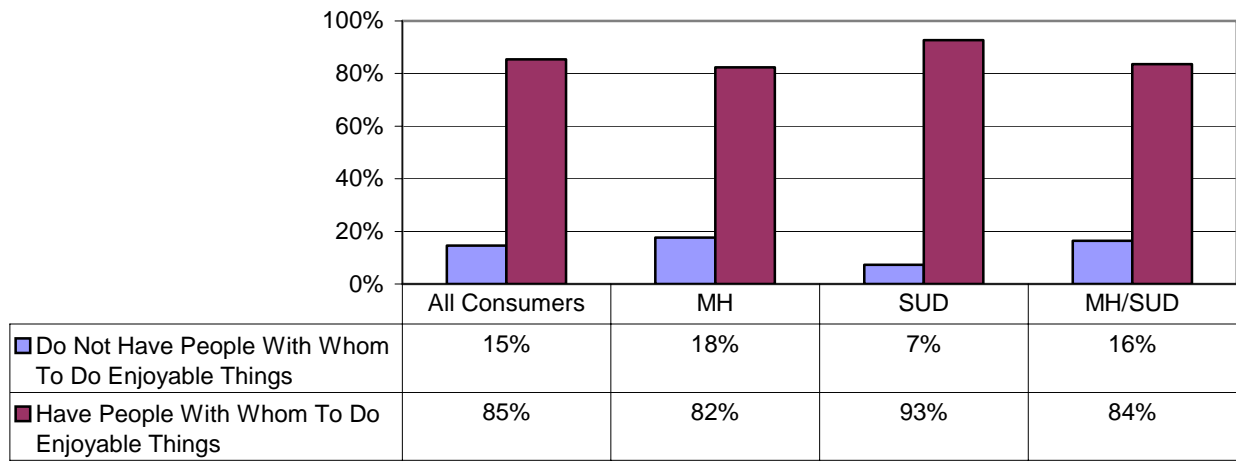
- Consumers with substance use disorders were more than twice as likely to have had paid employment in the last 12 months than consumers with mental health disorders.

Figure 28: Service Area by Crisis Support



- Consumers with mental health disorders or co-occurring disorders were almost three times as likely to feel that they would be without support from family or friends during a crisis than those with substance use disorders.

Figure 29: Service Area by Social Involvement

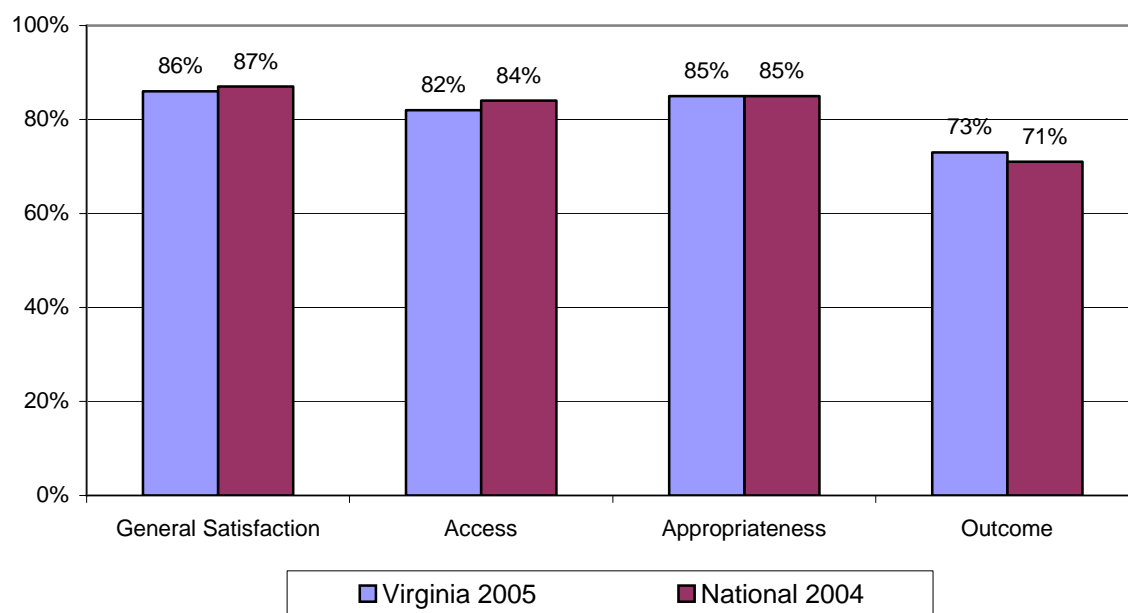


- Consumers with mental health disorders or co-occurring disorders were more than twice as likely to feel that they are without people with whom they can socialize than those with substance use disorders.

Satisfaction with Services On All Domains

When compared to the latest national survey results available (National Association of State Mental Health Program Directors/ NASMHPD Research Institute, 2004), Virginia consumers report similar levels of satisfaction on all domains.

Figure 30: Comparison of Virginia & National Survey Results by Domain



General Satisfaction Domain

- Almost 88% percent agreed with the statement “I like the services that I receive”.
- Eighty-one percent agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 87% reported that they would recommend this agency to a friend or family member.

Access Domain

- About 83% agreed that the location of services is convenient.
- About 87% percent agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 81% agreed with the statement “Staff returns my calls within 24 hours.”
- About 85% agreed that services were available at times that were good for them.

Appropriateness Domain

- Eighty-seven percent agreed with the statement “Staff here believe that I can grow, change, and recover.”
- Almost 89% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment.”
- About 80% reported that staff is sensitive to their cultural background.
- About 77% reported agreement that staff tells them what medication side effects to watch for.
- Eighty-two percent reported that they feel free to complain.
- About 85% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- About 77% agreed with the statement “I am better able to control my life”.
- Almost 79% agreed with the statement “I deal more effectively with daily problems”.
- Almost 67% reported that they did better at work or school.
- Almost 68% reported that they did better in social settings.
- About 74% reported that they were better able to deal with a crisis.
- A little more than 73% reported that they got along better with their family.
- About 67% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a domain or Total Satisfaction scoring)

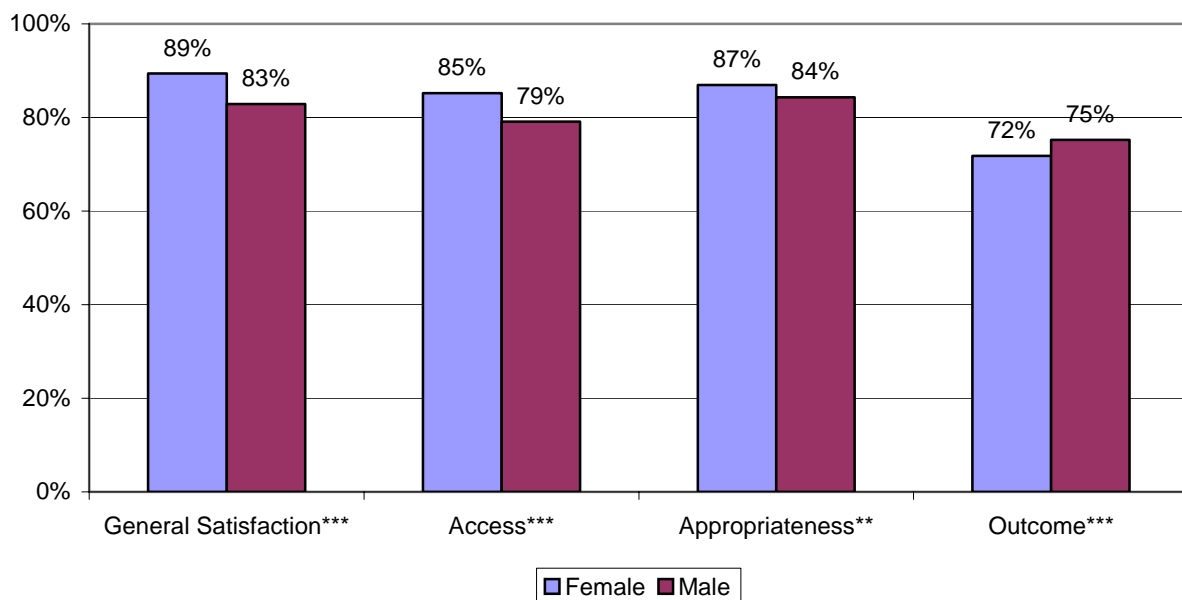
- About 89% reported that they felt comfortable asking questions about their treatment and medication.
- Almost 84% agreed with the statement “I am able to get all the services I think I need.”
- About 72% agreed with the statement “I, not staff, decide my treatment goals.”
- About 68% agreed with the statement “I am satisfied with my living arrangements.”

Differences Between Groups

Did Satisfaction Differ by Gender?

On all domains with the exception of Outcome, women were significantly more likely to report positive perceptions of CSB services than were their male counterparts. On the Outcome domain, men reported significantly higher positive perceptions than women. Some of the differences between men and women disappear when one takes into account the fact that more men identify themselves as consumers of services for substance use disorders, while more women seek services for mental health issues.

Figure 31: Consumer Satisfaction by Gender



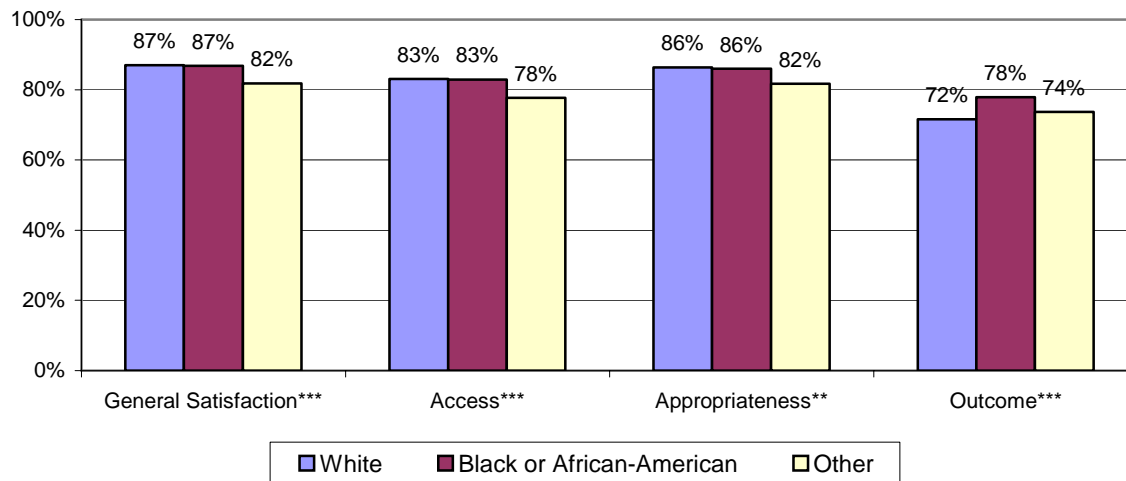
Consumer comment: "The women's group on Monday nights have been extremely helpful for me. The fact is, a 'women only' group lets us explore and talk about issues that are unique to us. It is a safe place to share."

*Differences between groups were significant at the $p \leq .05$ level
**Differences between groups were significant at the $p \leq .01$ level
***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Race?

African-American and White consumers were more likely to report a positive perception on all domains except Outcome than those in the 'Other' race category. African-American consumers were significantly more likely to report a positive perception on the Outcome domain than were Whites or those in the 'Other' race category.

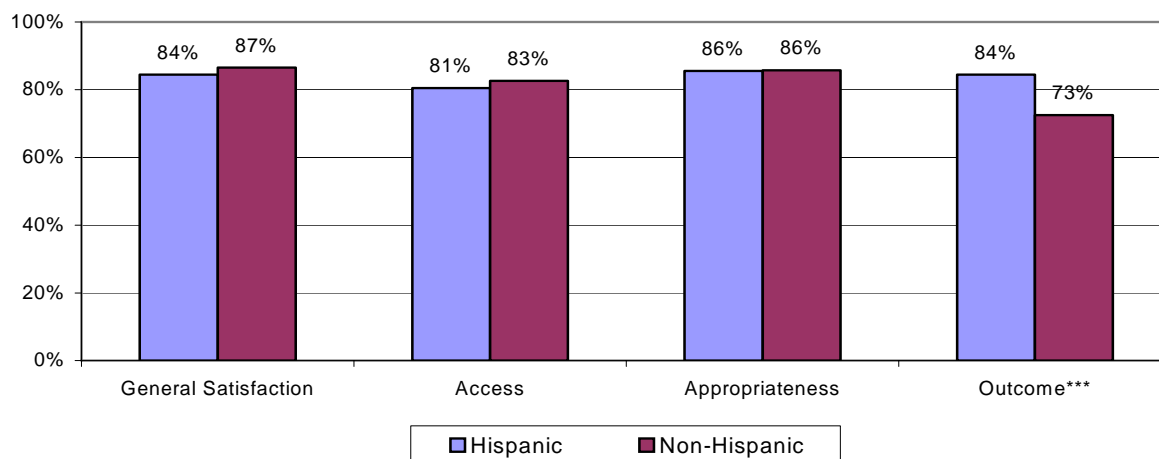
Figure 32: Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

Hispanic consumers were significantly more likely to report positive perceptions on the Outcome domain than non-Hispanics.

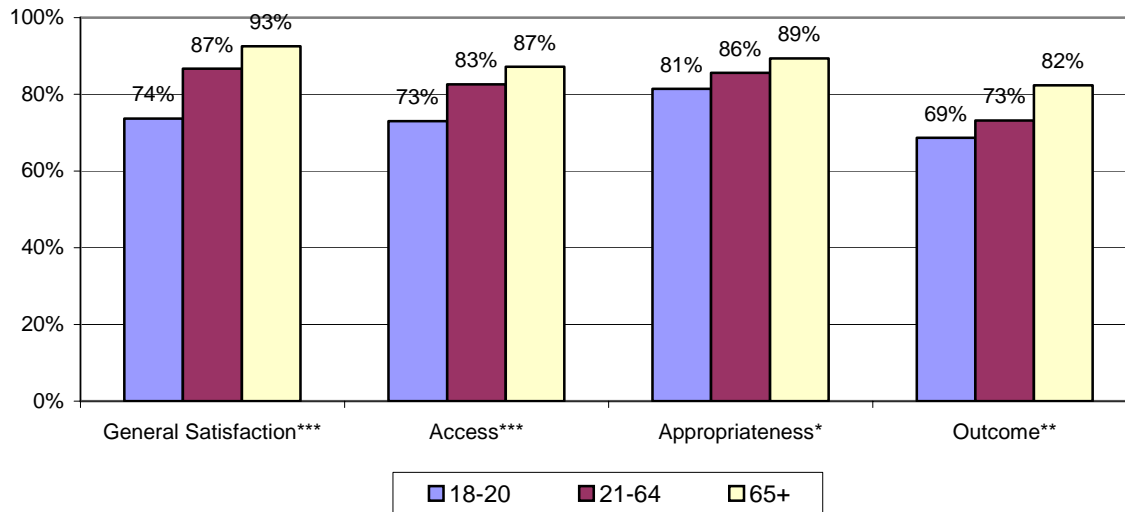
Figure 33: Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

Consumers in the oldest age group were significantly more likely to report positive perceptions on all domains than those in the younger age groups.

Figure 34: Consumer Satisfaction by Age Group

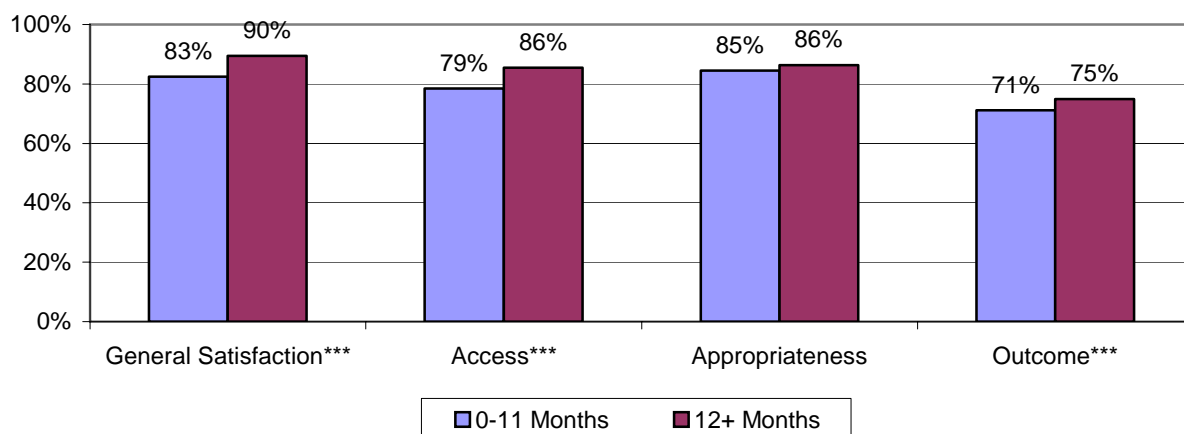


Consumer comment: “It would be helpful if there were social skills training activities for young people with autistic disorders.”

Did Satisfaction Differ by Length of Treatment?

In general, consumers who received services for a longer period reported more positive perceptions. These differences were significant for all domains except Appropriateness.

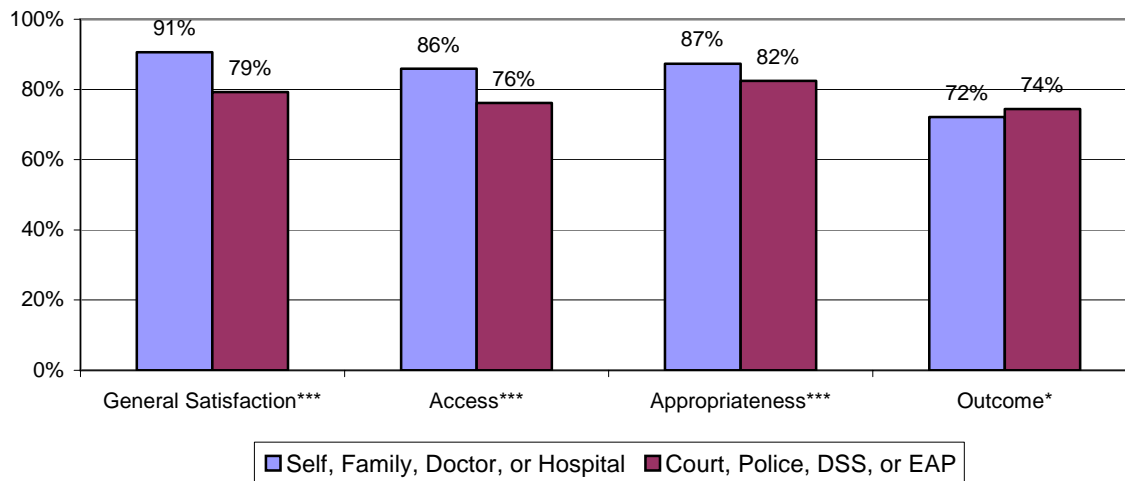
Figure 35: Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who were referred for treatment by self, family, or physician were significantly more likely to express positive perceptions with regard to Access, Appropriateness, and General Satisfaction. In contrast, consumers referred by outside agencies reported significantly better Outcomes than consumers who were referred by family, friends, or physicians.

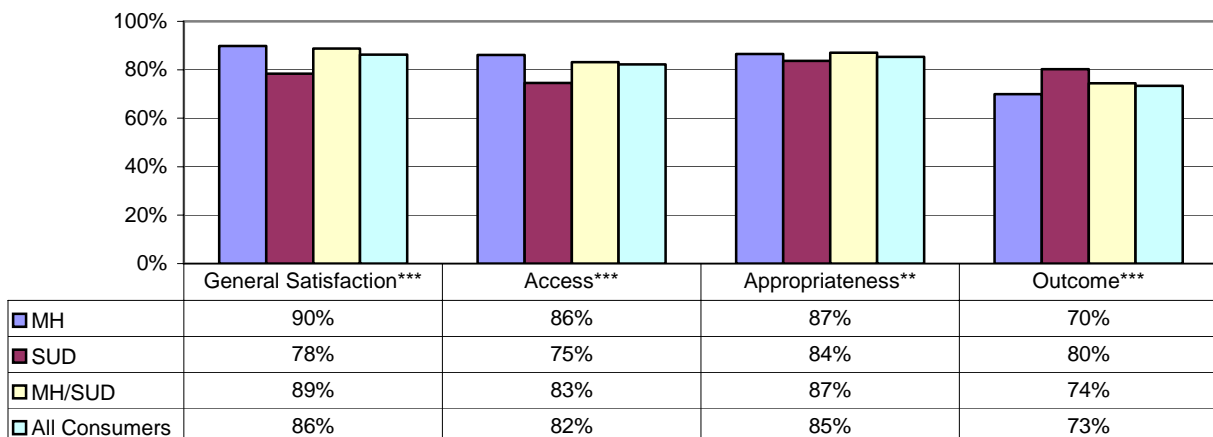
Figure 36: Consumer Satisfaction by Referral Source



Did Satisfaction Differ by Service Area?

Consumers who reported receiving services for substance use disorders were more likely to report positive perceptions on the Outcome domain than any other group. Consumers who reported receiving services for mental health issues were significantly more likely to report higher perceptions on the General Satisfaction and Access domains.

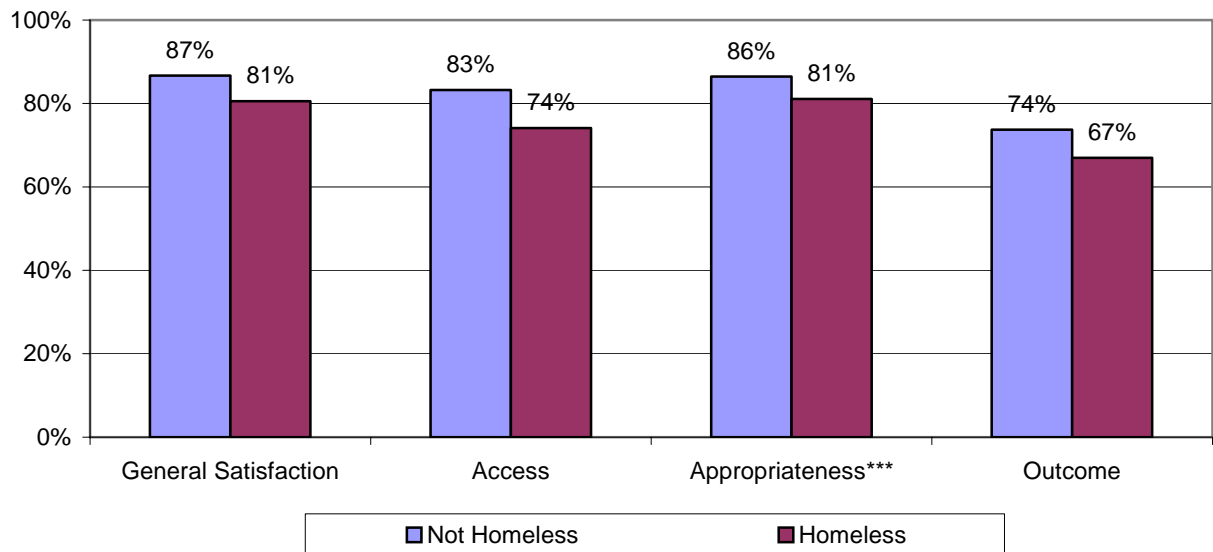
Figure 37: Consumer Satisfaction by Service Area



Did Satisfaction Differ by Housing Situation?

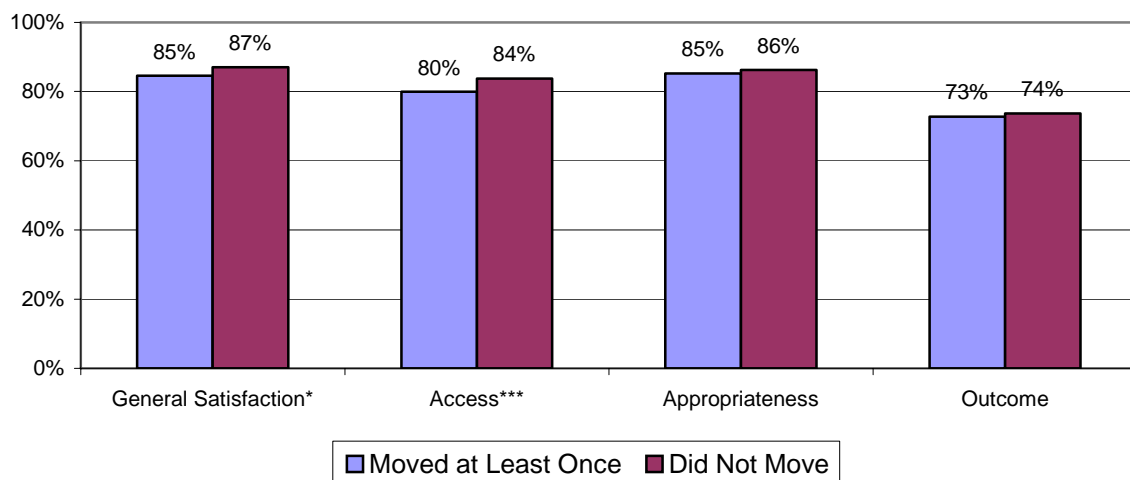
Consumers who reported that they were not homeless within the past six months were significantly more likely to report positive perceptions on the Appropriateness domain than those who were homeless.

Figure 38: Consumer Satisfaction by Homelessness



Consumers who reported that they had not moved within the past six months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had moved one or more times.

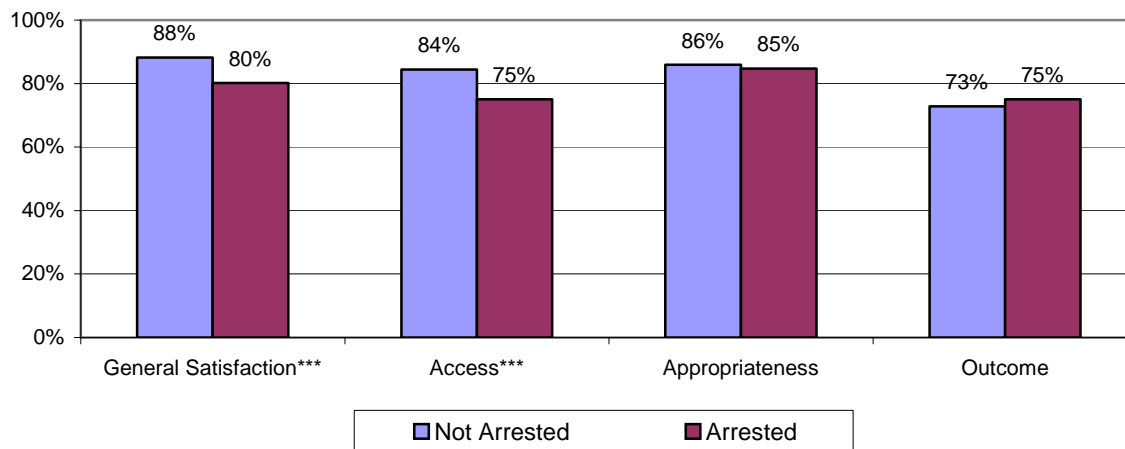
Figure 39: Consumer Satisfaction by Frequency of Moves



Did Satisfaction Differ by Involvement with the Criminal Justice System?

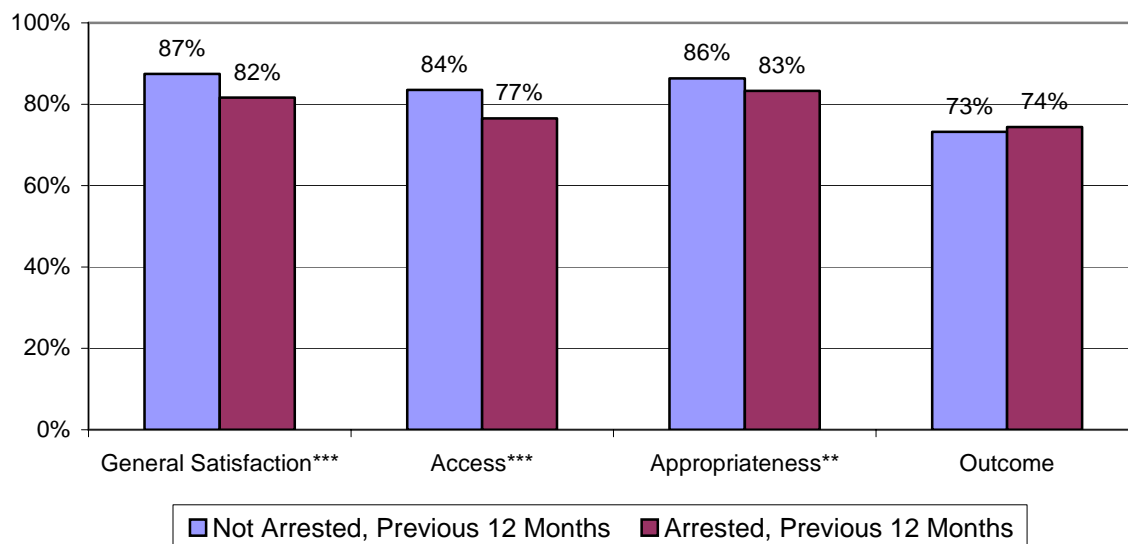
Consumers who reported that they had not been in jail or arrested within the past twelve months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had some involvement with the criminal justice system.

Figure 40: Consumer Satisfaction by Criminal Justice System Involvement, Current Year



Consumers who reported that they had not been in jail or arrested within the twelve months of the previous year were significantly more likely to report positive perceptions on the General Satisfaction, Access and Appropriateness domains than those who had some involvement with the criminal justice system.

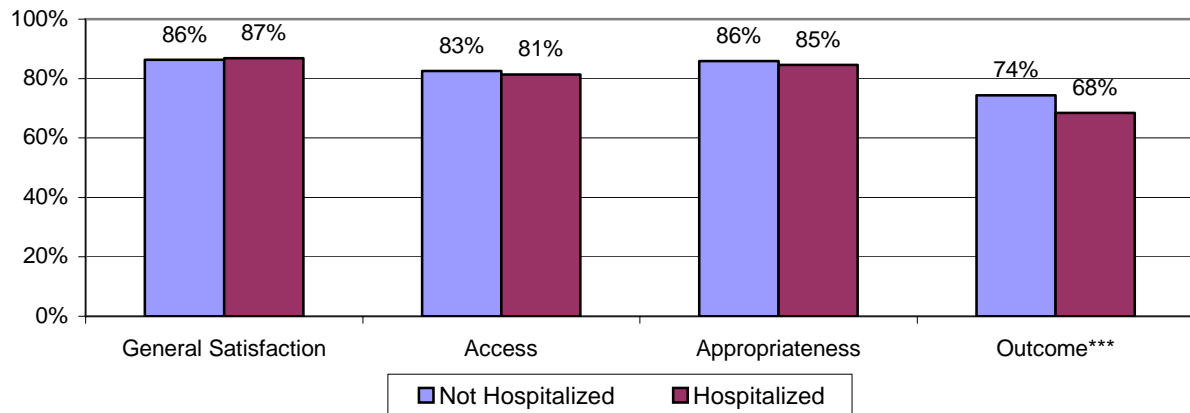
Figure 41: Consumer Satisfaction by Criminal Justice System Involvement, Previous Year



Did Satisfaction Differ by Psychiatric Hospitalization?

Consumers who reported that they had not had a psychiatric hospitalization within the past 12 months were significantly more likely to report positive perceptions on the Outcome domain than those who had been hospitalized.

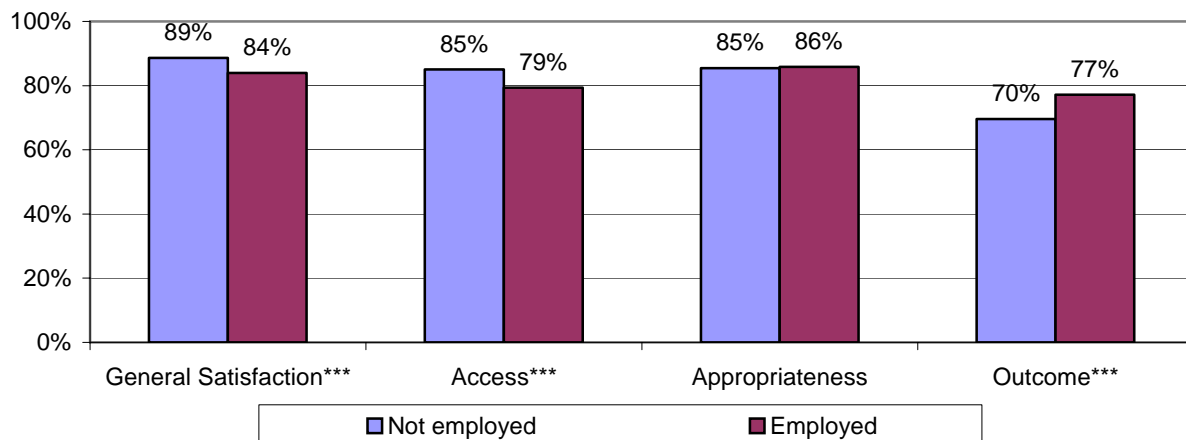
Figure 42: Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

Consumers who had paid employment within the past twelve months were significantly more likely to report positive perceptions on the Outcome domain than those who had not been employed. Those consumers who had no paid employment were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who were employed, perhaps the result of conflicts with work schedules.

Figure 42: Consumer Satisfaction by Employment



Did Satisfaction Differ by Social Connectedness?

Consumers who felt that they have adequate support from family or friends in times of crisis were significantly more likely to express positive perceptions in all domains. Similarly, consumers who felt that they have people with whom they can do enjoyable things were significantly more likely to express positive perceptions in all domains than those who do not have such relationships.

Figure 43: Consumer Satisfaction by Crisis Support

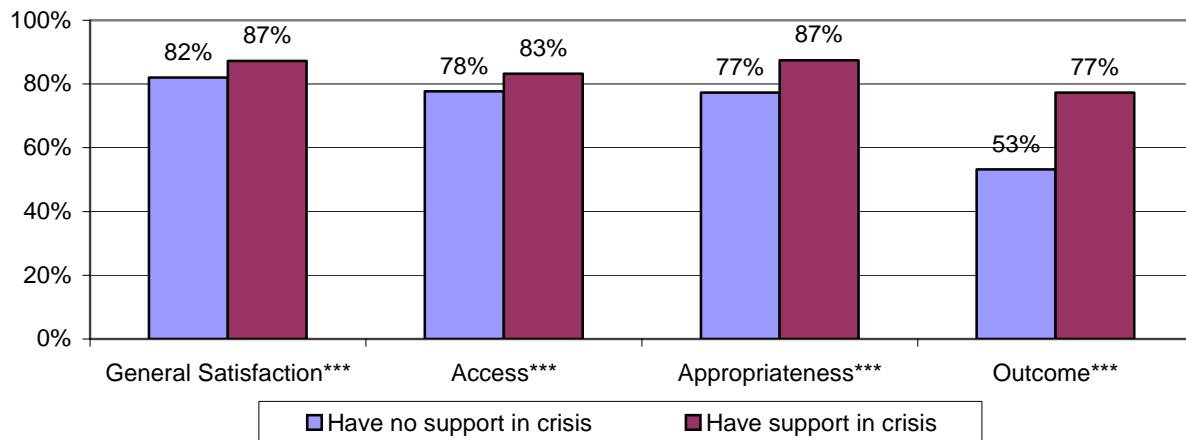
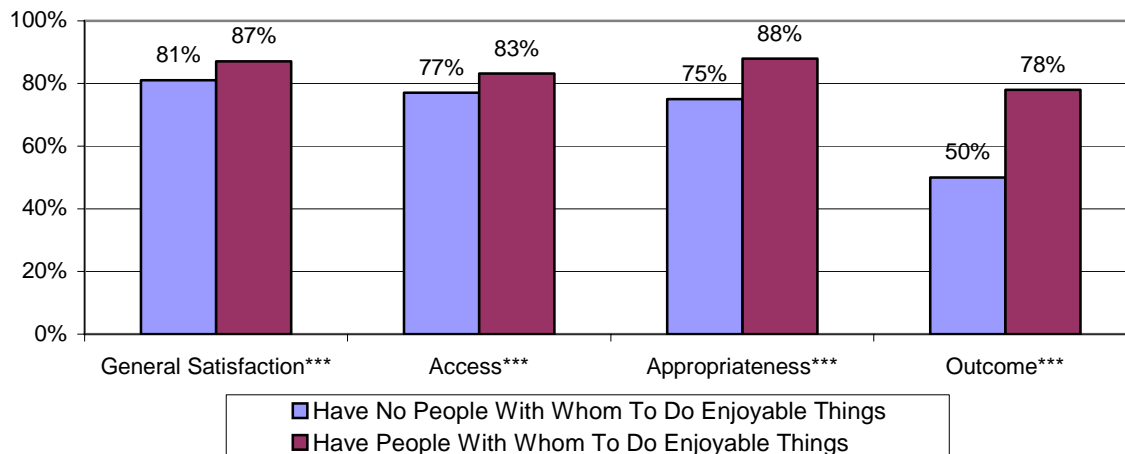


Figure 44: Consumer Satisfaction by Social Support

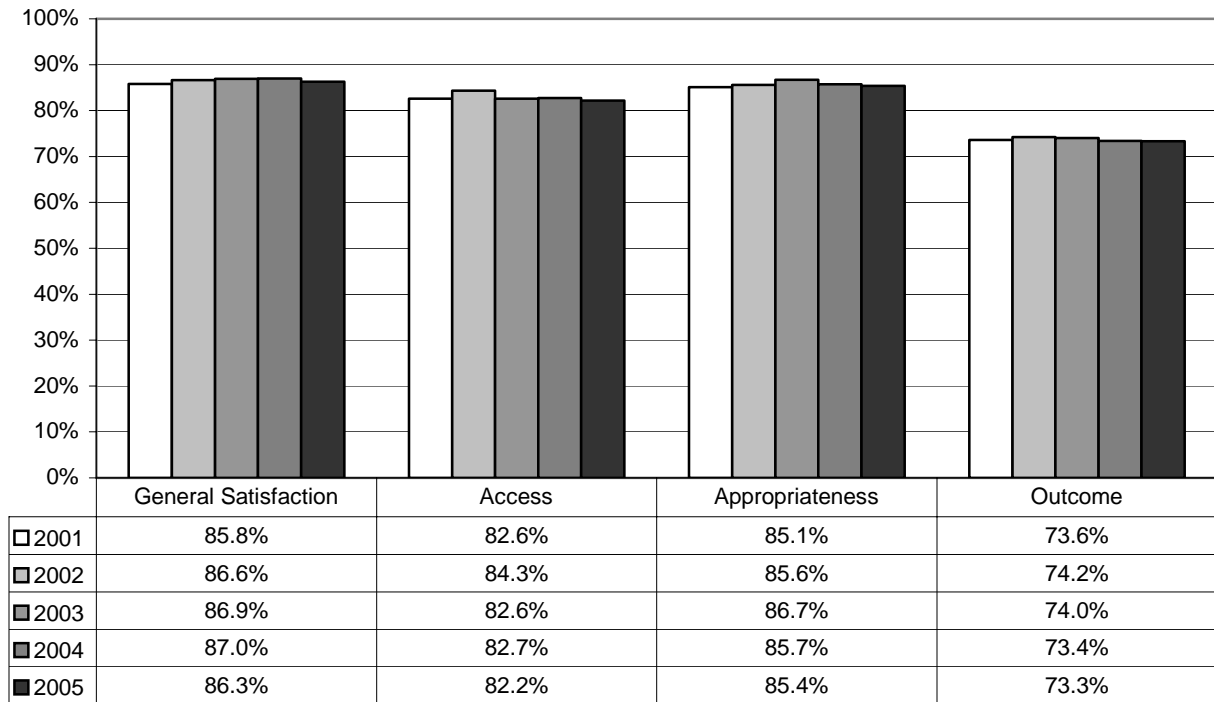


Consumer comment: "The staff is great... I feel like they really care. Thank you for making me feel like a person and not just another number on a chart."

Trends Over Time

As seen in the following chart, perceptions of satisfaction have remained stable over time, on all domains.

Figure 45: Trends Over Time Across Domains

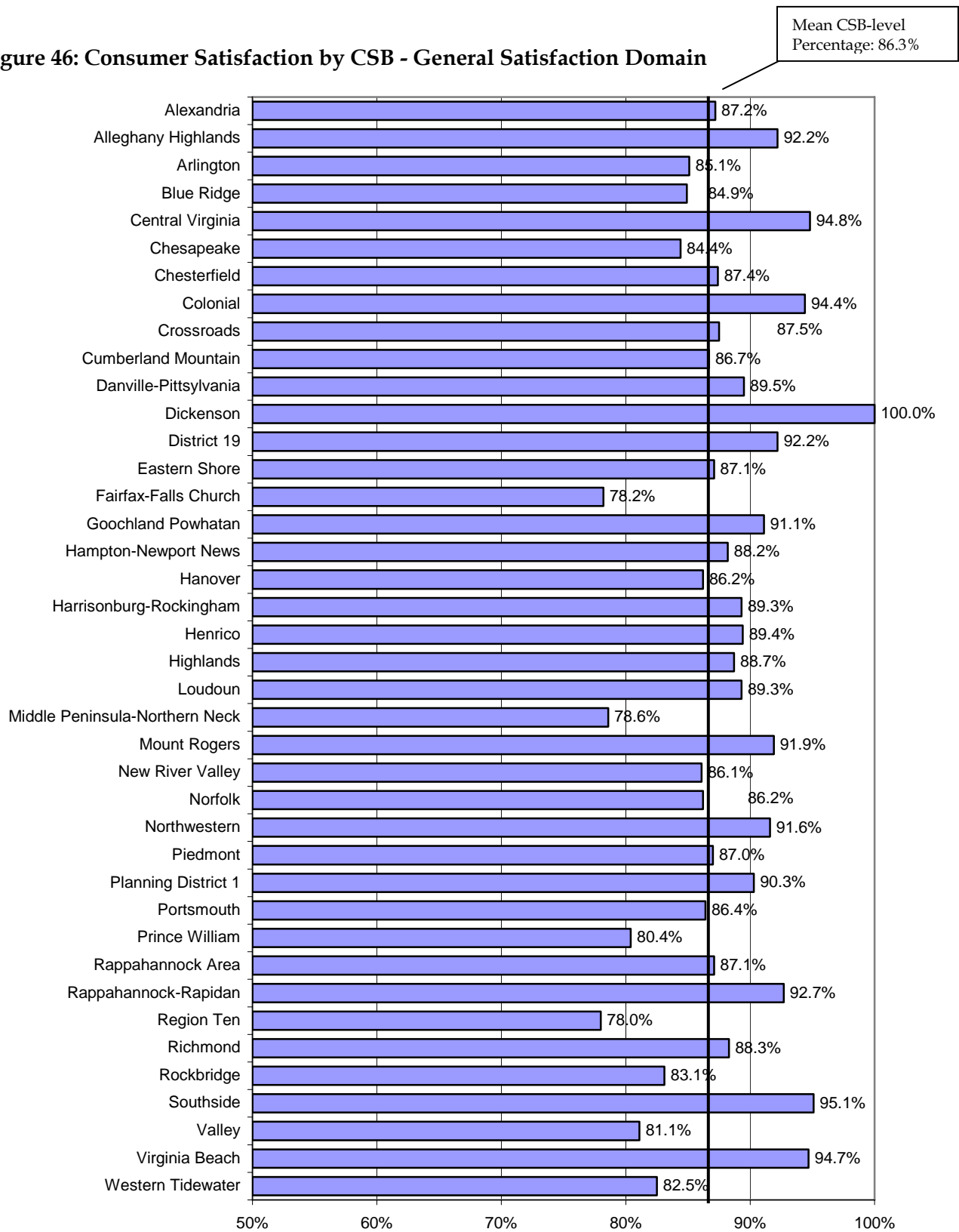


- Consumer perceptions of services have remained positive across years, with the pattern of scores remaining consistent.
- In all seven years, the highest ratings given by consumers are on the General Satisfaction, Appropriateness and Access domains and the lowest are on the Outcome domain.
- Access domain scores for 2005 remained significantly lower than either General Satisfaction or Appropriateness scores.

CSB Level Consumer Perception

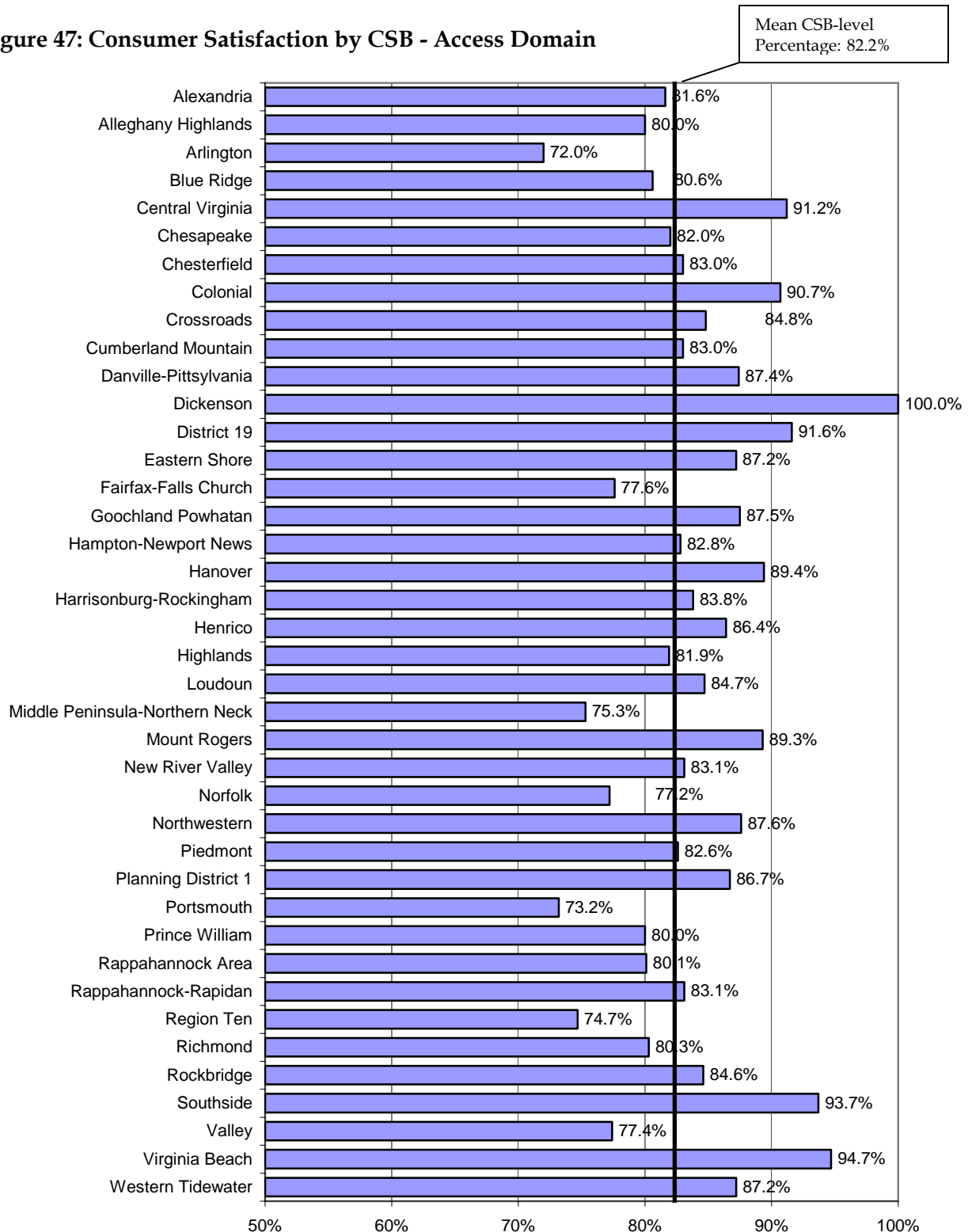
In the following section, individual CSB ratings for the four indicator domains are presented. The average CSB satisfaction percent for each domain is included for reference.

Figure 46: Consumer Satisfaction by CSB - General Satisfaction Domain



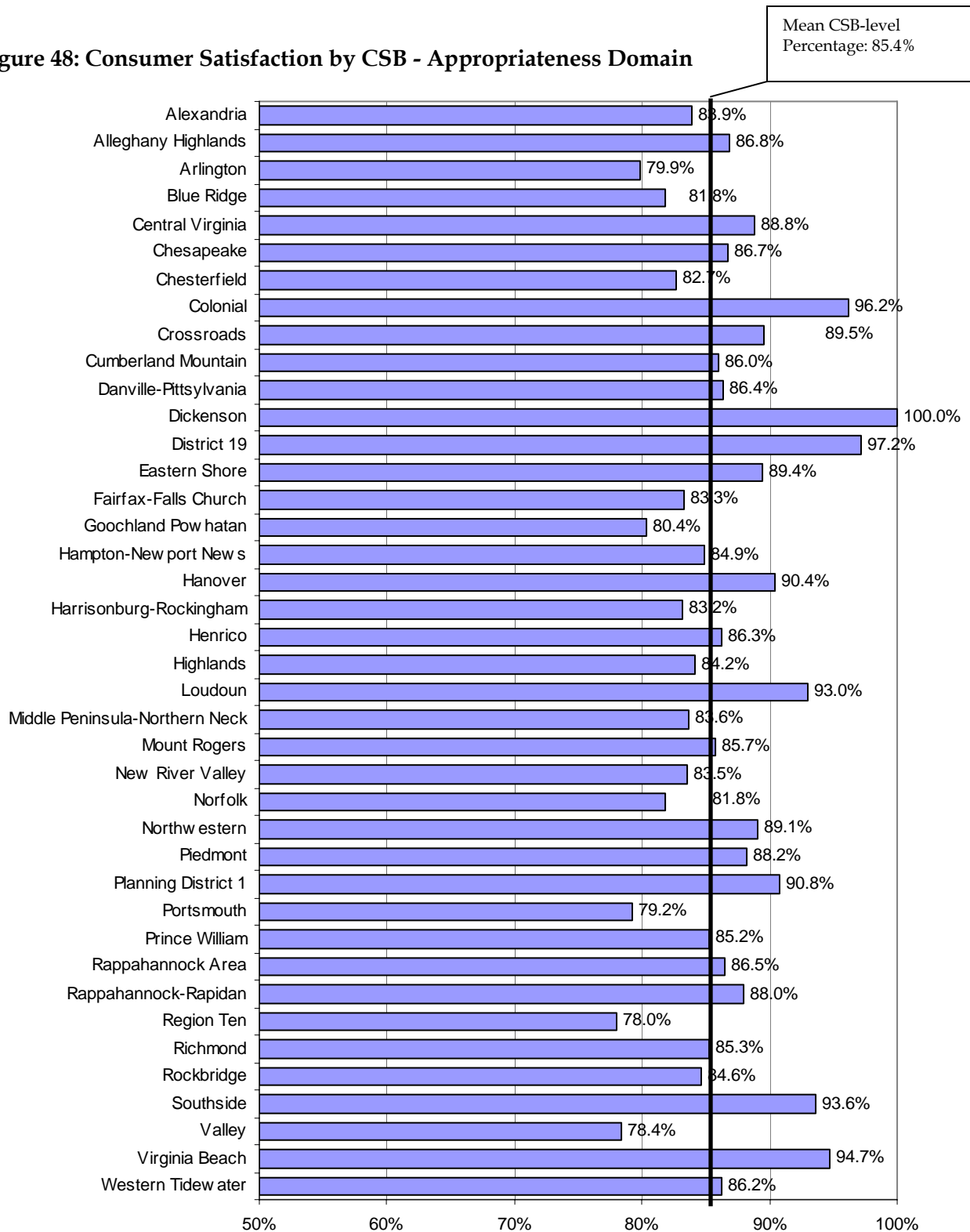
Note: Data for this chapter is located in Appendices A - D.

Figure 47: Consumer Satisfaction by CSB - Access Domain



Note: Data for this chapter is located in Appendices A - D.

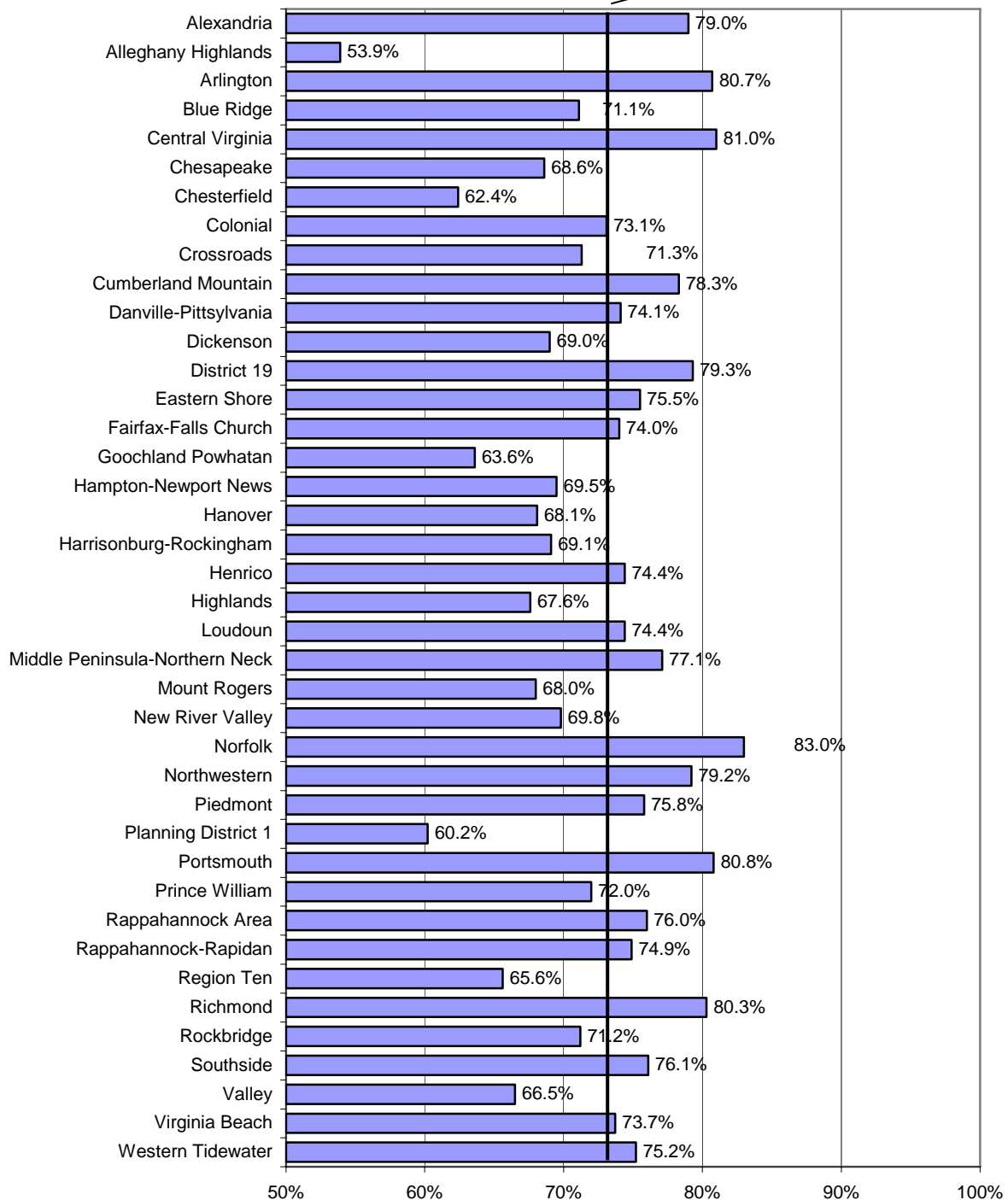
Figure 48: Consumer Satisfaction by CSB - Appropriateness Domain



Note: Data for this chapter is located in Appendices A - D.

Mean CSB-level
Percentage: 73.3

Figure 49: Consumer Satisfaction by CSB - Outcome Domain



Note: Data for this chapter is located in Appendices A - D.

Summary

In conclusion, the majority of Virginia's adult mental health and substance use disorder consumers continue to report positive perceptions of the services received through the CSBs on several domains. More than 80% of consumers report positive perceptions on the domains of Access, Appropriateness, and General Satisfaction. Rates of positive responses on the Outcome domain are considerably lower than the other domains. These findings are consistent with results from the previous years.

Of the consumers surveyed, 51% are female, 63% identify themselves as White, 25% are African-American, seven percent are Hispanic, and approximately 92% are between 21 and 64 years of age. Fifty-five percent of those surveyed receive MH services, 27% receive SUD services, and the remaining 18 percent receive both MH and SUD services. Thirty percent of all respondents were referred for treatment services by institutions/agencies outside the healthcare system, such as the criminal justice system, departments of social services, or employee assistance programs. Mental health consumers were referred most often (38%) by physicians or hospitals, while SUD clients were referred most often by outside institutions (66%). In 2005, in coordination with the Center for Mental Health Services, two social connectedness indicators were added to the survey. Eighty-four percent of consumers surveyed feel that they had support during times of crisis. Eighty-five percent have people with whom to do enjoyable things.

Several questions relate to the consumer's experience within a limited period of time. Within the six months prior to the survey, seven percent of the respondents reported that they had been homeless and 30% had moved at least one time. Within the twelve months prior to the survey, 21% had been arrested, 17% had a psychiatric hospitalization, and 52% had no paid employment. Sixteen percent reported that they had been arrested in the previous year. Of those, 54% were not arrested the following year.

Data was analyzed with regard to satisfaction with services across Access, Appropriateness, General Satisfaction and Outcome domains. Respondents who report a lack of support in times of crisis and/or an absence of people with whom to do enjoyable things are least likely to report a positive perception of satisfaction for the outcome domain of any group evaluated, at 53% and 50%, respectively. As in previous years, the oldest age group is significantly more likely to report positive perceptions on all domains than the younger age groups. Gender also appears to be significantly related to results on all survey domains, as with earlier surveys. Women are significantly more likely to report positive perceptions on all domains than men, with the exception of Outcome.

African-American and White consumers have more positive perceptions of services on the General, Access, and Appropriateness domains than those of other races. African Americans are more likely to have positive perceptions related to treatment outcome than Whites or people of other races, as are Hispanics.

Length of time in treatment was significantly related to perceptions on the General Satisfaction, Access, and Outcome domains. Consumers who received treatment for less than a year were less likely to report positive perceptions than consumers in treatment for at least one year. Persons referred for treatment by the Court, Police, DSS or EAP reported lower rates of satisfaction on the Access, Appropriateness, and General Satisfaction domains than persons referred by family members, physicians, hospitals, or themselves, but showed more positive responses on the Outcome domain.

Consumers who had not been homeless in the past six months report statistically higher levels of satisfaction on the Appropriateness domain. Those who had not moved within the past six months report higher levels of satisfaction on the General Satisfaction and Access domains, as do those who had no arrests in the twelve months prior to the survey. Consumers not arrested in the previous twelve months report more positive perceptions on the General Satisfaction, Access, and Appropriateness domains. Those who had no psychiatric hospitalizations in the year prior to the survey were more likely to express satisfaction on the Outcome domain. Those who had paid employment in the year prior to the survey report higher levels of satisfaction on the Outcome domain. Those who had no paid employment were more likely to express satisfaction on the General Satisfaction and Access domains.

Social connectedness appears to be strongly connected with perceptions of satisfaction. Consumers who feel that they have support in times of crisis and family or friends with whom to do enjoyable things are significantly more likely to report satisfaction on all domains. Those without such supports claim the lowest levels of satisfaction (53% and 50% respectively).

SUD consumers report significantly lower rates of positive perceptions in all domains except the Outcome domain, in which they report more positive perceptions than MH and MH/SUD consumers.

Considerable variability was found in reported survey response rates, ranging from 12.9% to 97.3% of kept non-emergency appointments for the survey week. Depending on a CSB's response rate, survey results may be more or less representative of the consumers a CSB is serving. CSB response rates and survey results for 2005 may have been affected by local factors such as budget issues, differences in survey instructions, etc. While it is not possible to identify all such influences, such factors should be considered before drawing conclusions about a given CSB's performance.

Several limitations prevent conclusive interpretation of these findings. First, the results of this survey reflect the perceptions of only those consumers who choose to remain in treatment at CSBs. Because consumers who are not in treatment are not surveyed, these results cannot be generalized to all consumers served by CSBs. Furthermore, studies have shown that satisfaction surveys administered by staff show higher rates of satisfaction than surveys that are self-administered or administered by mail. Therefore, these results should only be compared with survey results from surveys utilizing similar methodology.

Second, because participants in the survey were not randomly selected, these findings cannot be generalized to the population served by CSB. Random selection of participants is critical to

generalizing the findings to the population being served by a CSB because it ensures that every consumer served by a CSB has an equal chance of being surveyed.

Third, the MHSIP measure used for this survey was designed to improve the quality of mental health programs and services and was not necessarily designed for substance use disorder populations. Thus, caution should be taken when interpreting the results for substance use disorder consumers. It may be that the significant differences observed between the two populations are partly attributed to the instrument. In addition, all variables were obtained by self-report, making the findings open to self-report biases. Finally, because the survey is a cross-sectional design, these findings represent the perceptions of consumers only at the time of the survey. Perceptions and attitudes may change over time.

Despite these limitations, the survey clearly contributes a greater understanding of consumer perception about publicly funded mental health and substance use disorder treatment services. Race/ethnicity and gender differences in perception of CSB services, for example, highlight the need for CSBs to be continually aware of the importance of such demographic characteristics when providing treatment services.

Consumer comments:

- **“The services at this organization have helped me to stay out of a state hospital for 25 years.”**
- **“You all believed in me when I didn't, and that's a big thing in my life. Thanks and God Bless you all!!”**
- **“The only negative thing is the paying of the bill.”**

CHAPTER 2: MENTAL HEALTH CONSUMER RESPONSES

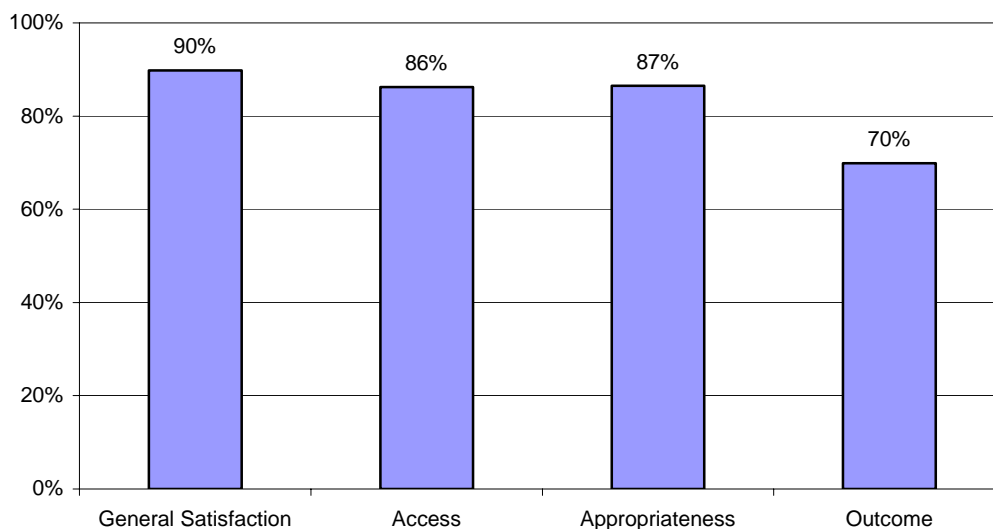
Consumer and Treatment Characteristics

A total of 4,040 consumers (55.3%) identified mental health as the primary reason for receiving services from the CSB.

- The majority (92%) were between the ages of 21 and 64, and about 3% were between the ages of 18 and 20.
- Sixty-two percent were female, 67.4% were White, and 22.7% were Black/African-American.
- With regard to Hispanic origin, 4.9% identified themselves as Hispanic.
- Only 12.7% were referred from DSS, Employer, Court, or Law Enforcement, while the majority were referred by a physician (38.2%) or were referred by self, family, or friends (39%).
- About two-thirds (67.4%) had been receiving services for twelve months or more.
- Almost 30% of consumers had received services for more than five years.
- In the six months prior to the survey, five percent had been homeless and 24% had moved at least once.
- In the past twelve months, 19.9% had a psychiatric hospitalization, 34.5% had paid employment, and seven percent had been arrested. In the previous twelve months, 5.5% had been arrested.
- More than eighty percent have support in times of crisis, and over eight-two percent have people with whom to do enjoyable things.

Satisfaction On All Domains

Figure 1: MH Consumer Satisfaction Across Domains



Note: Data for this chapter is located in Appendix B.

General Satisfaction Domain

- About 91% agreed with the statement “I like the services that I receive”.
- Eighty-five percent agreed with the statement “If I had other choices, I would still get services from this agency”.
- Ninety percent reported that they would recommend this agency to a friend or family member.

Access Domain

- About 85% agreed that the location of services is convenient.
- About 88% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- Almost 84% agreed with the statement “Staff returns my calls within 24 hours.”
- About 90% agreed that services were available at times that were good for them.

Appropriateness Domain

- About 86% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- Ninety-one percent agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- About 84% reported that staff is sensitive to their cultural background.
- Almost eighty percent reported agreement that staff tells them what medication side effects to watch for.
- About eighty-three percent reported that they feel free to complain.
- Almost 86% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Seventy-five percent agreed with the statement “I am better able to control my life”.
- About 78% agreed with the statement “I deal more effectively with daily problems”.
- About 62% reported that they did better at work or school.
- Only 64.3% reported that they did better in social settings.
- About 72% reported that they were better able to deal with a crisis.
- A little more than 71% reported that they got along better with their family.
- About 64% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a Domain or Total Satisfaction Scoring)

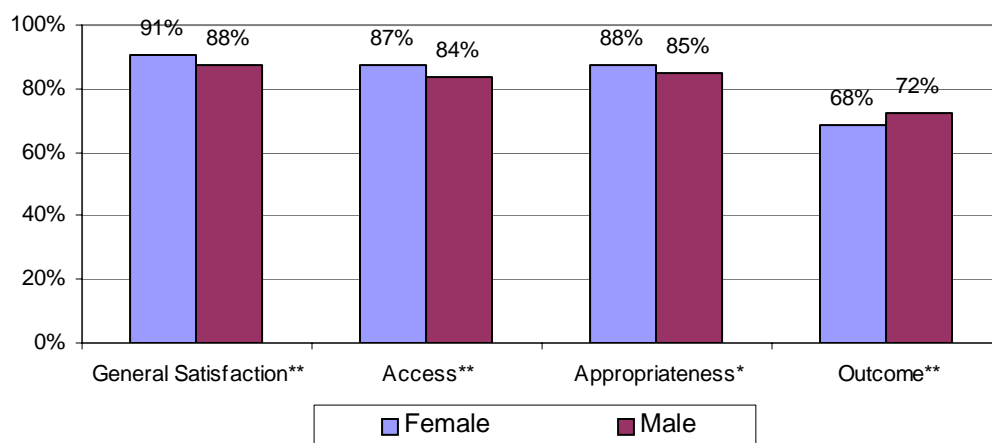
- Almost 91% reported that they felt comfortable asking questions about treatment and medication.
- A little over 85% agreed with the statement “I am able to get all the services I think I need”.
- Seventy-four percent agreed with the statement “I, not staff, decide my treatment goals”.
- Almost 68 percent reported satisfaction with their living arrangements.

Differences Between Groups

Did Satisfaction Differ by Gender?

Similar to previous years, female consumers were more likely to report positive perceptions on all domains except outcome than male consumers. Female consumers were significantly more likely to report positive perceptions on the General Satisfaction, Access, and Appropriateness domains, while male consumers were significantly more likely to report positive perceptions on the Outcome domain.

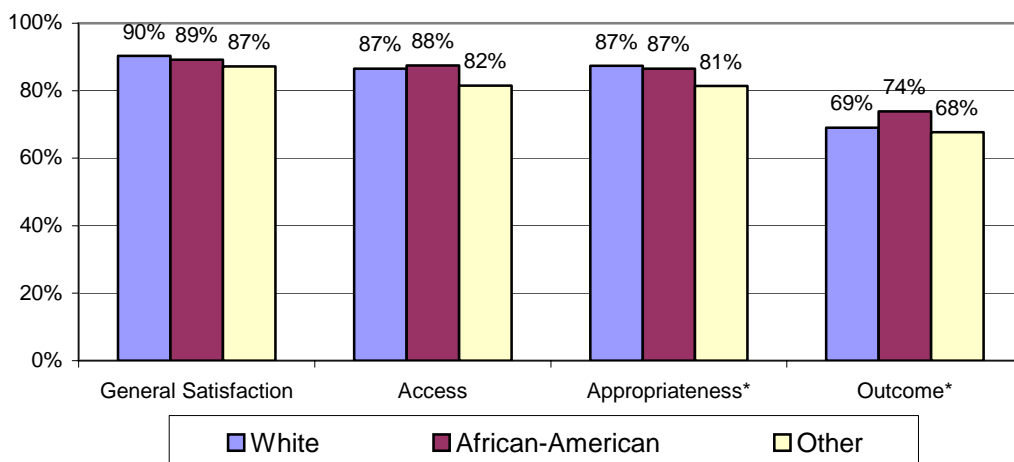
Figure 2: MH Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

White and African-American consumers who received mental health services were significantly more likely to report positive perceptions of satisfaction on the Appropriateness domain than consumers of other races. African-Americans were significantly more likely to report positive perceptions of satisfaction on the Outcome domain than were other consumers.

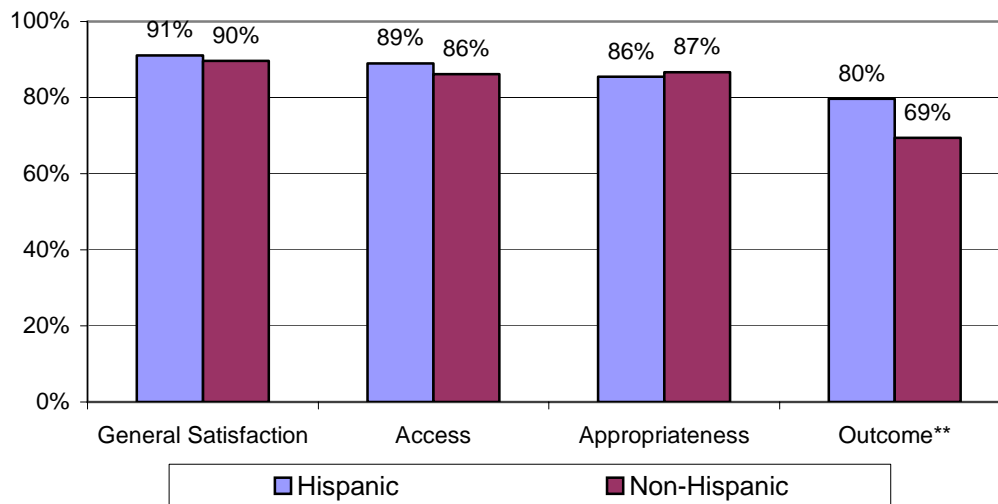
Figure 3: MH Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

Mental healthy consumers who claimed Hispanic ethnicity were significantly more likely to report positive perceptions of satisfaction on the Outcome domain than those who reported that they were not of Hispanic ethnicity.

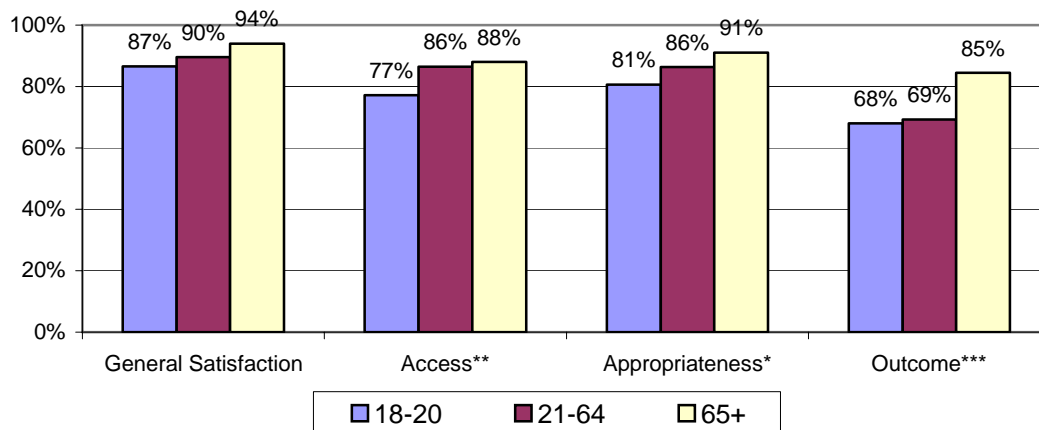
Figure 4: MH Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

Consumers in the oldest age group, 65 years and over, were significantly more likely to report positive perceptions on the Access, Appropriateness, and Outcome domains than those in the younger two age groups.

Figure 5: MH Consumer Satisfaction by Age Group



*Differences between groups were significant at the $p \leq .05$ level

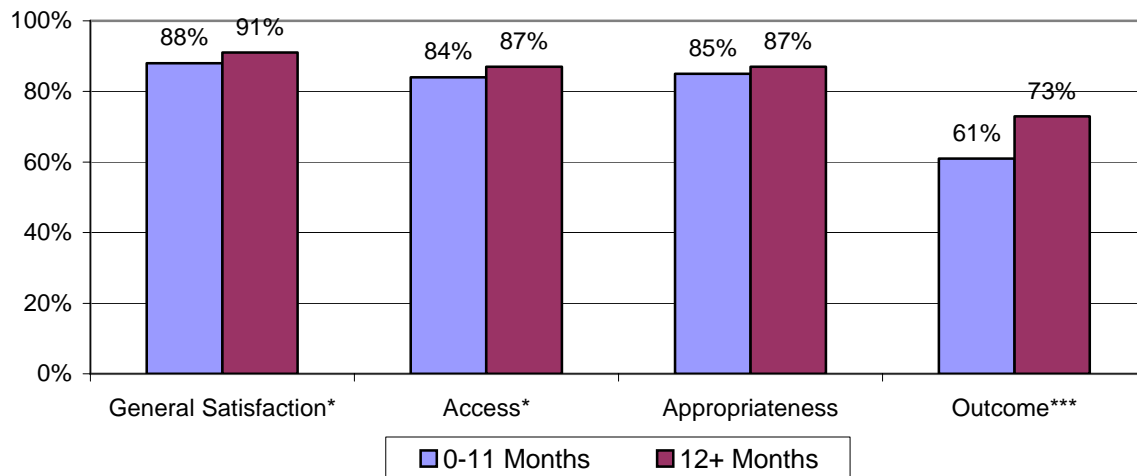
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Length of Treatment?

Consumers who had been in treatment longer were significantly more likely to express positive perceptions on the General Satisfaction, Access, and Outcome domains.

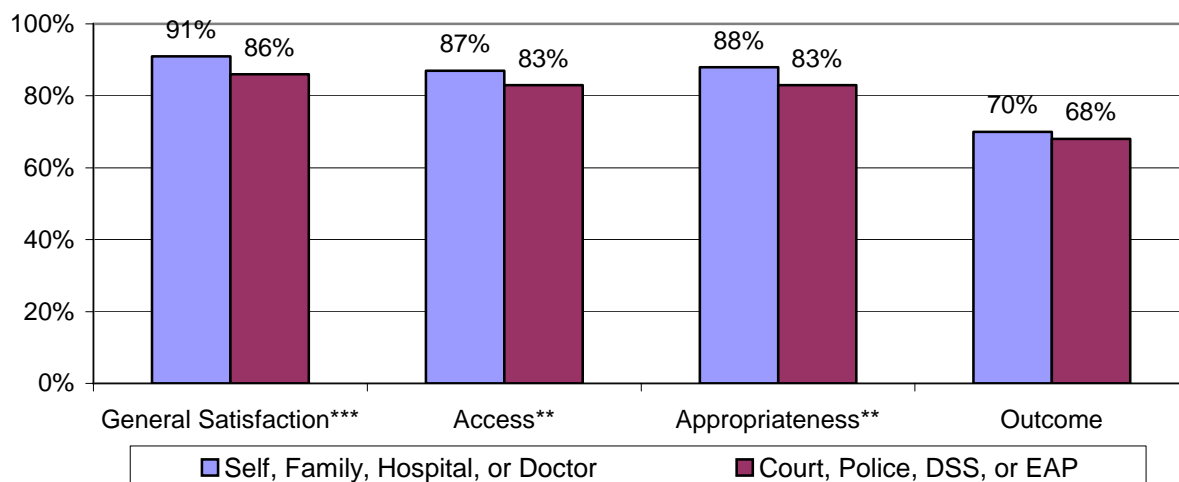
Figure 6: MH Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Of those consumers who received mental health services, consumers who were referred by family, a physician, a hospital, or themselves were significantly more likely to report positive perceptions on the General Satisfaction, Access, and Appropriateness domains than those referred by DSS, EAP, courts, or the police.

Figure 7: MH Consumer Satisfaction by Referral Source



*Differences between groups were significant at the $p \leq .05$ level

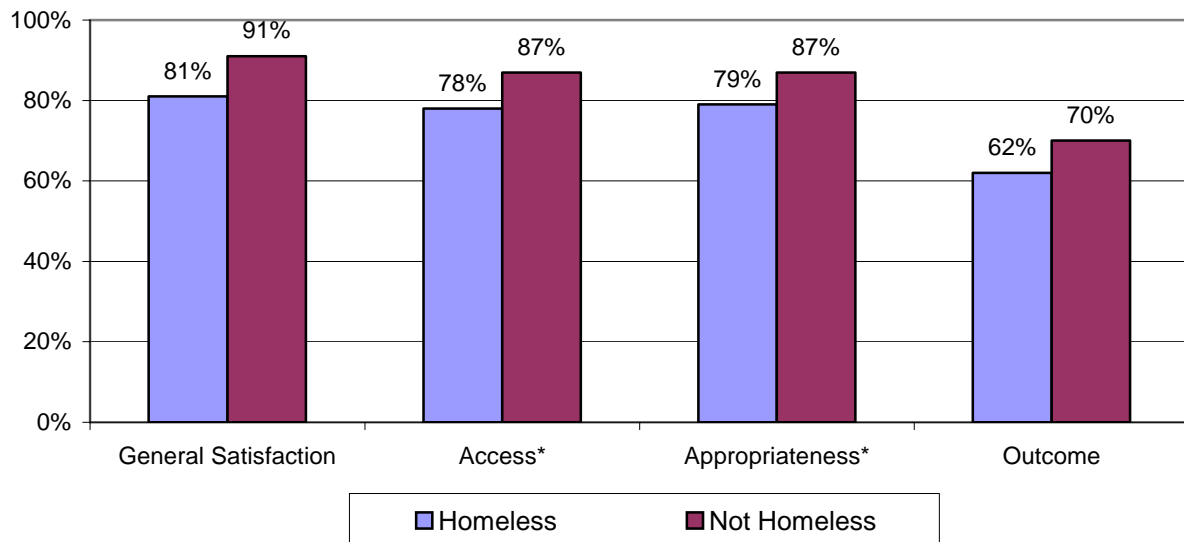
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Housing Situation?

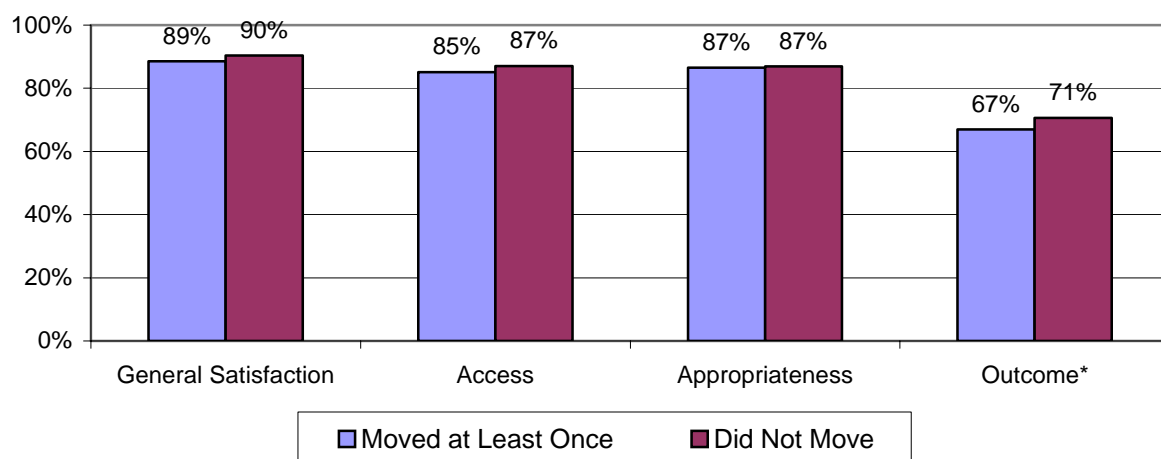
MH consumers who had not been homeless within the past six months were significantly more likely to express positive levels of satisfaction on the Access and Appropriateness domains than homeless MH consumers.

Figure 8: MH Consumer Satisfaction by Homelessness



MH consumers who did not move within the past six months were significantly more likely to express positive levels of satisfaction on the Outcome domain than MH consumers who had moved one or more times.

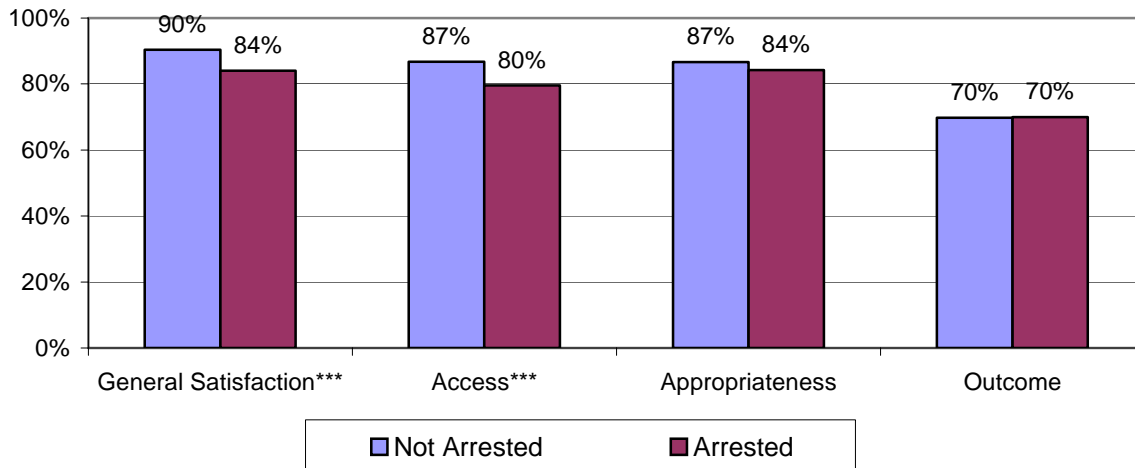
Figure 9: MH Consumer Satisfaction by Frequency of Moves



Did Satisfaction Differ by Involvement with the Criminal Justice System?

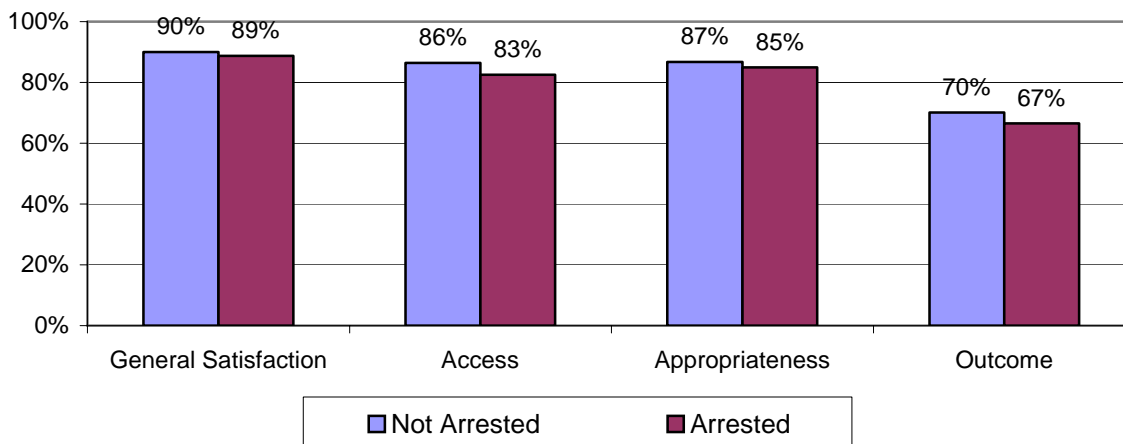
MH consumers who had not been arrested within the past twelve months were significantly more likely to report positive perceptions on the General Satisfaction and Access domains than those who had some involvement with the criminal justice system.

Figure 10: MH Consumer Satisfaction by Criminal Justice System Involvement, Current Year



No statistically significant difference was seen in level of satisfaction on any domain between those consumers who had been arrested within the twelve-month period in the previous year and those who had not.

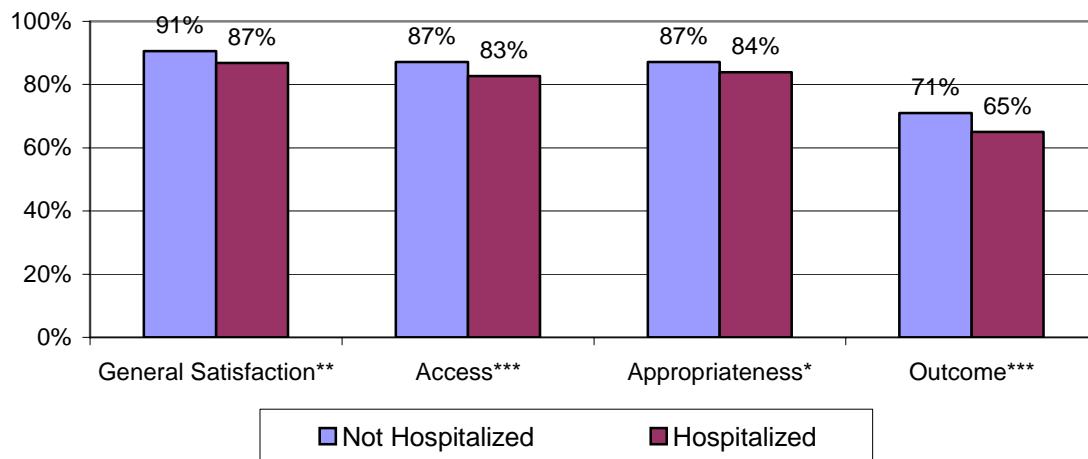
Figure 11: MH Consumer Satisfaction by Criminal Justice System Involvement, Previous Year



Did Satisfaction Differ by Psychiatric Hospitalization?

MH consumers who had no psychiatric hospitalizations in the past twelve months were significantly more likely to report positive perceptions of CSB services on all domains.

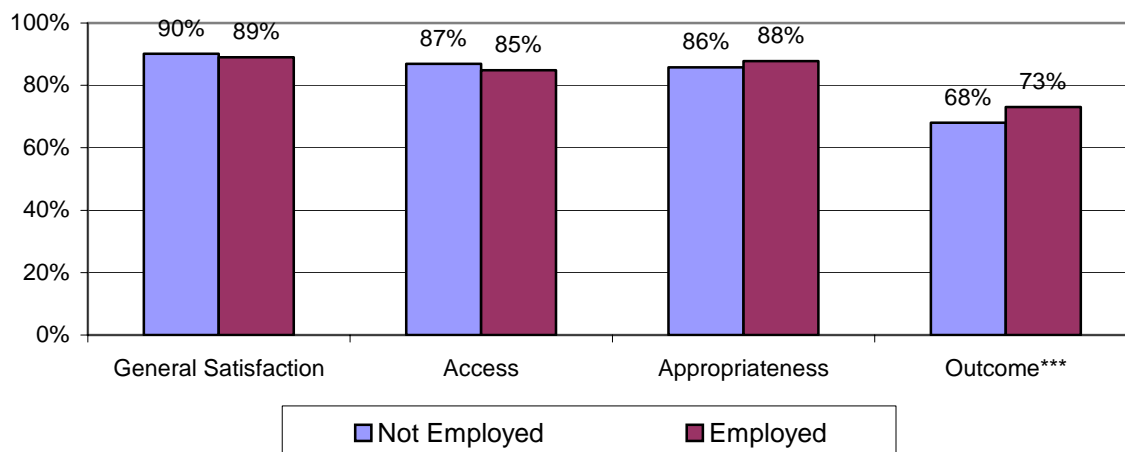
Figure 12: MH Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

MH consumers who had paid employment within the past twelve months were significantly more likely to report positive perceptions on the Outcome domain than those who had not been employed.

Figure 13: MH Consumer Satisfaction by Employment



Did Satisfaction Differ by Social Connectedness?

MH consumers who feel that they have support in times of crisis are significantly more likely to have positive perceptions of satisfaction on all domains than those who feel that they have no support from family or friends. Similarly, MH consumers who have people with whom they can do enjoyable things are significantly more likely to report positive perceptions of satisfaction on all domains than those who do not have such relationships.

Figure 14: MH Consumer Satisfaction by Support in Times of Crisis

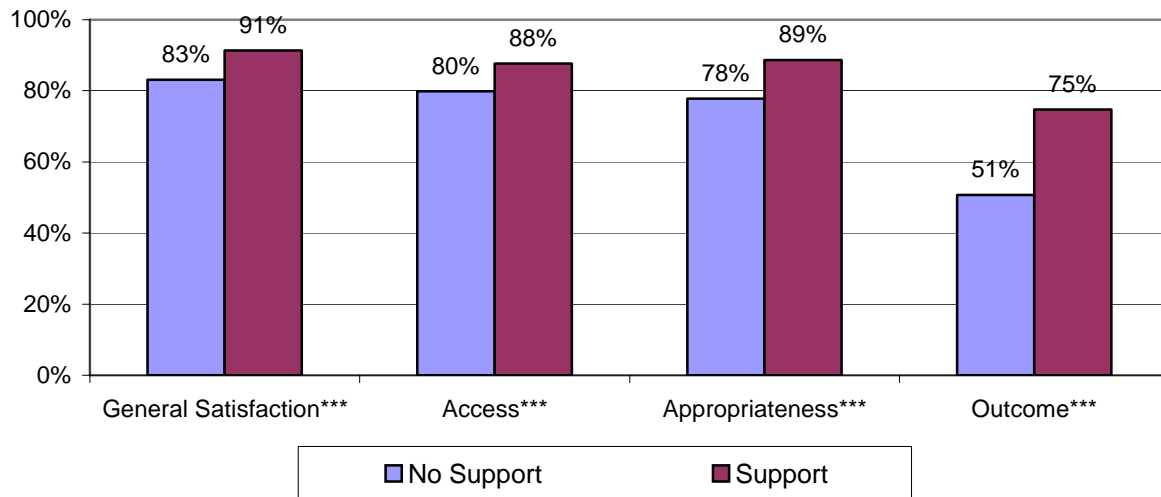
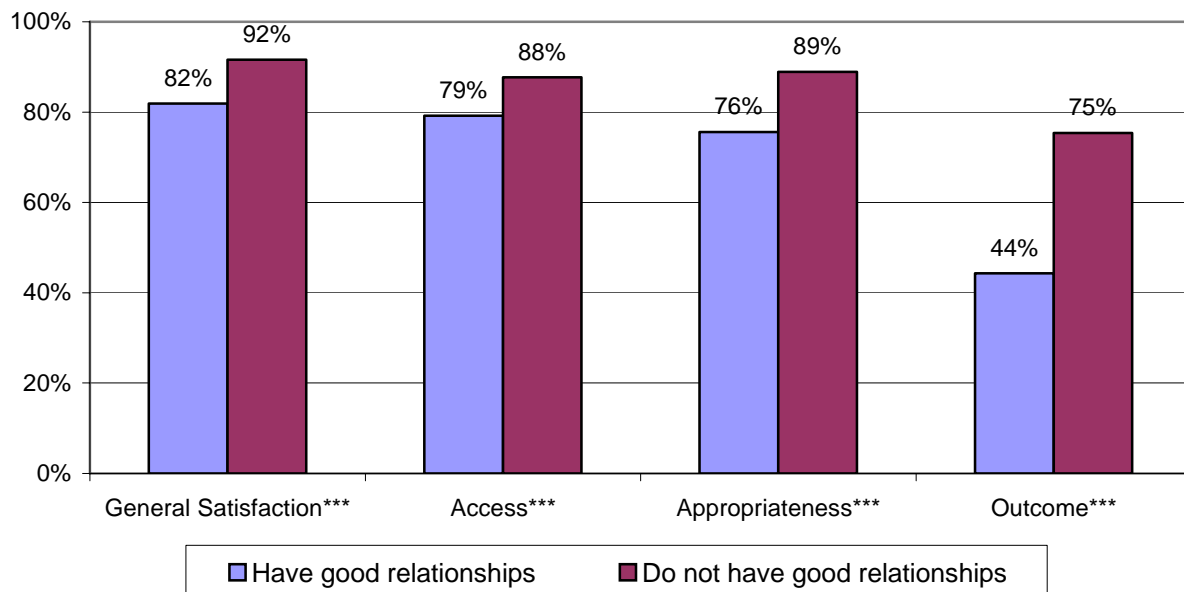


Figure 15: MH Consumer Satisfaction by Relationships



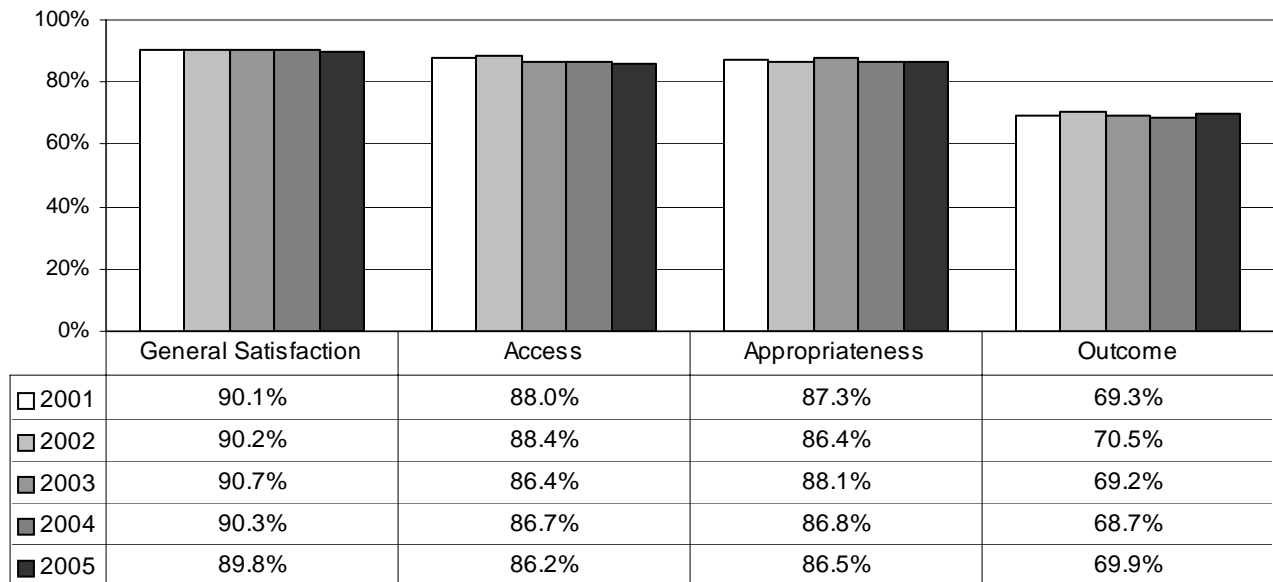
Consumer comments:

- “Consumer comment: I think if it were not for this organization, my life, well, I cannot imagine. It keeps me going another day, so to speak.”
- “Regret the loss of art therapy sessions...Gained a lot of insight at sessions.”

Trends Over Time

- Consumer satisfaction rates on all domains show a stable trend with only slight variations.

Figure 16: MH Consumer Satisfaction Trends (2001 – 2005)



CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 17 – 20.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Consumer comments:

- **"I think everyone I have dealt with here are very professional, courteous, non-judgmental, and most of all, respect my goals for treatment.**
- **"Caseworker...doesn't seem to be able to relate to clients who are educated/professional, as opposed to long-term minimally functional. I am depressed, not disabled."**

Figure 17: MH Consumer Satisfaction – General Satisfaction Domain by CSB

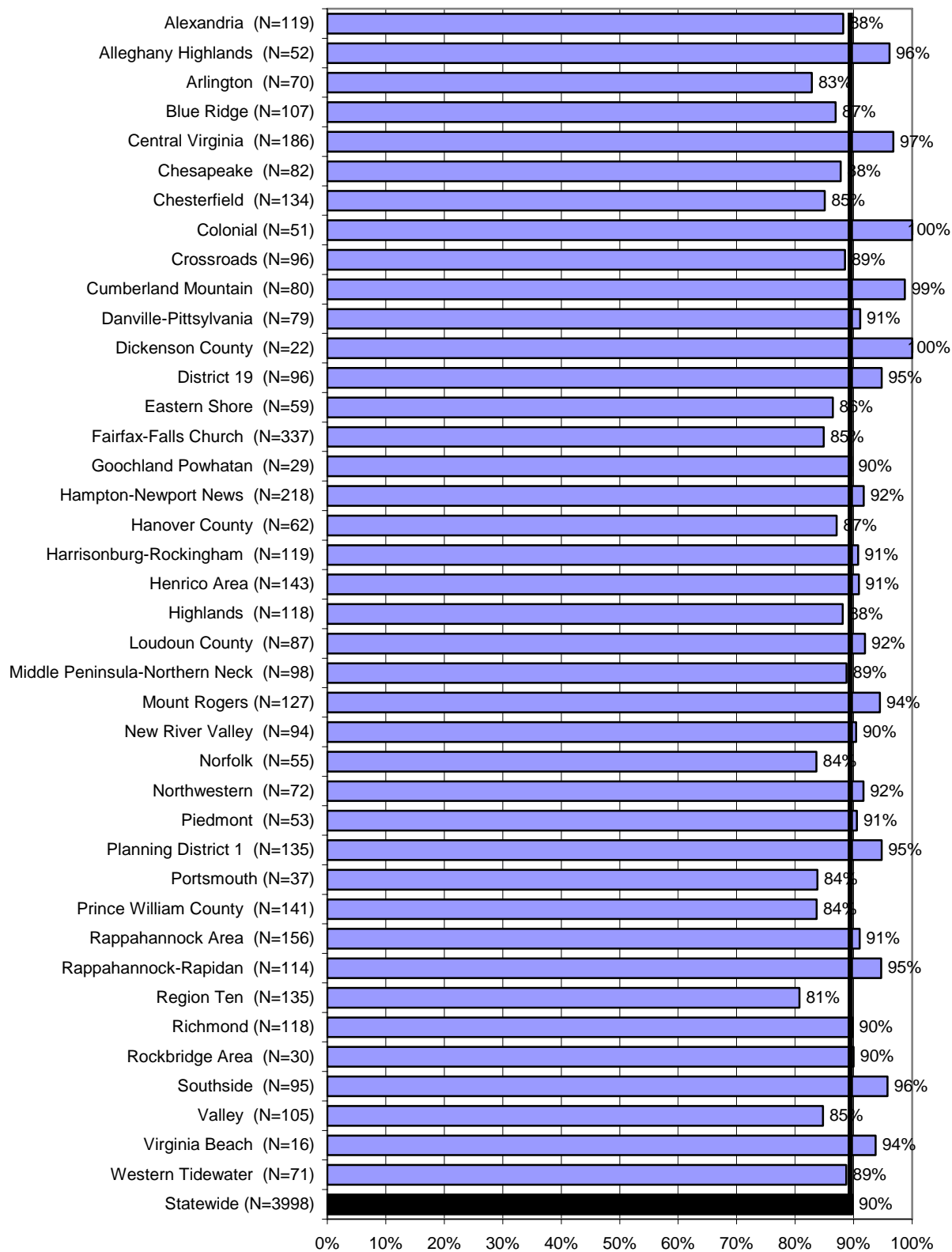


Figure 18: MH Consumer Satisfaction – Appropriateness Domain by CSB

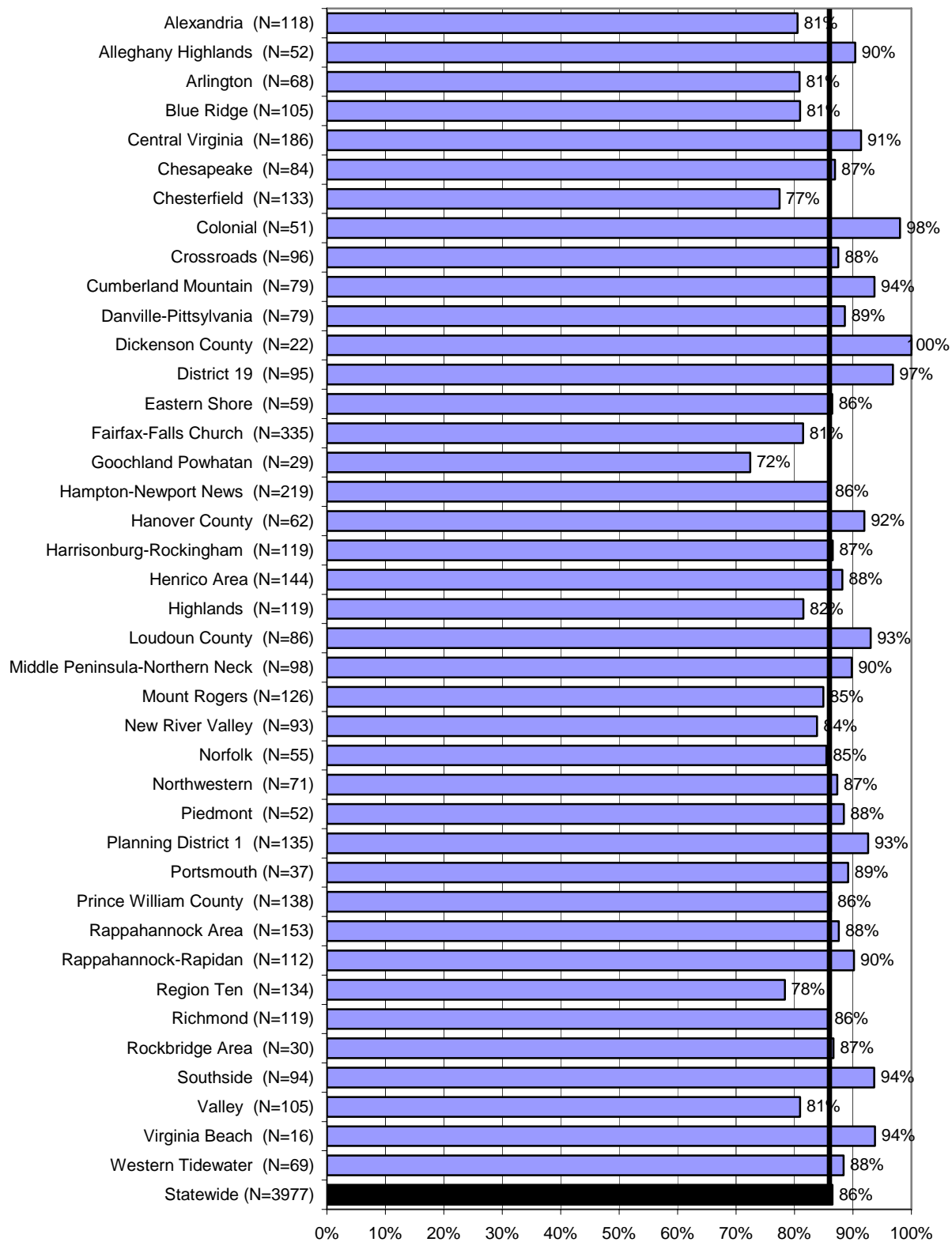


Figure 19: MH Consumer Satisfaction – Access Domain by CSB

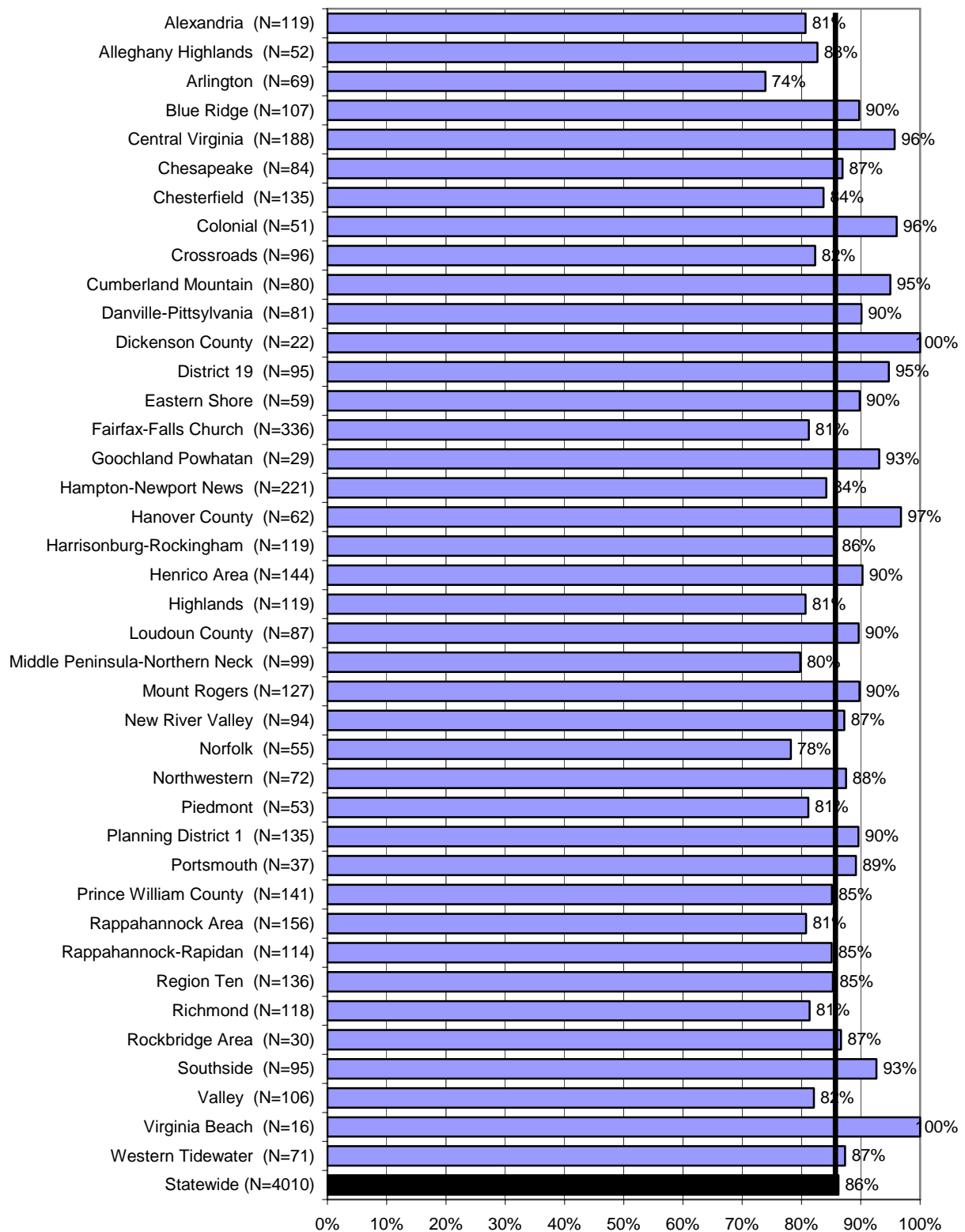
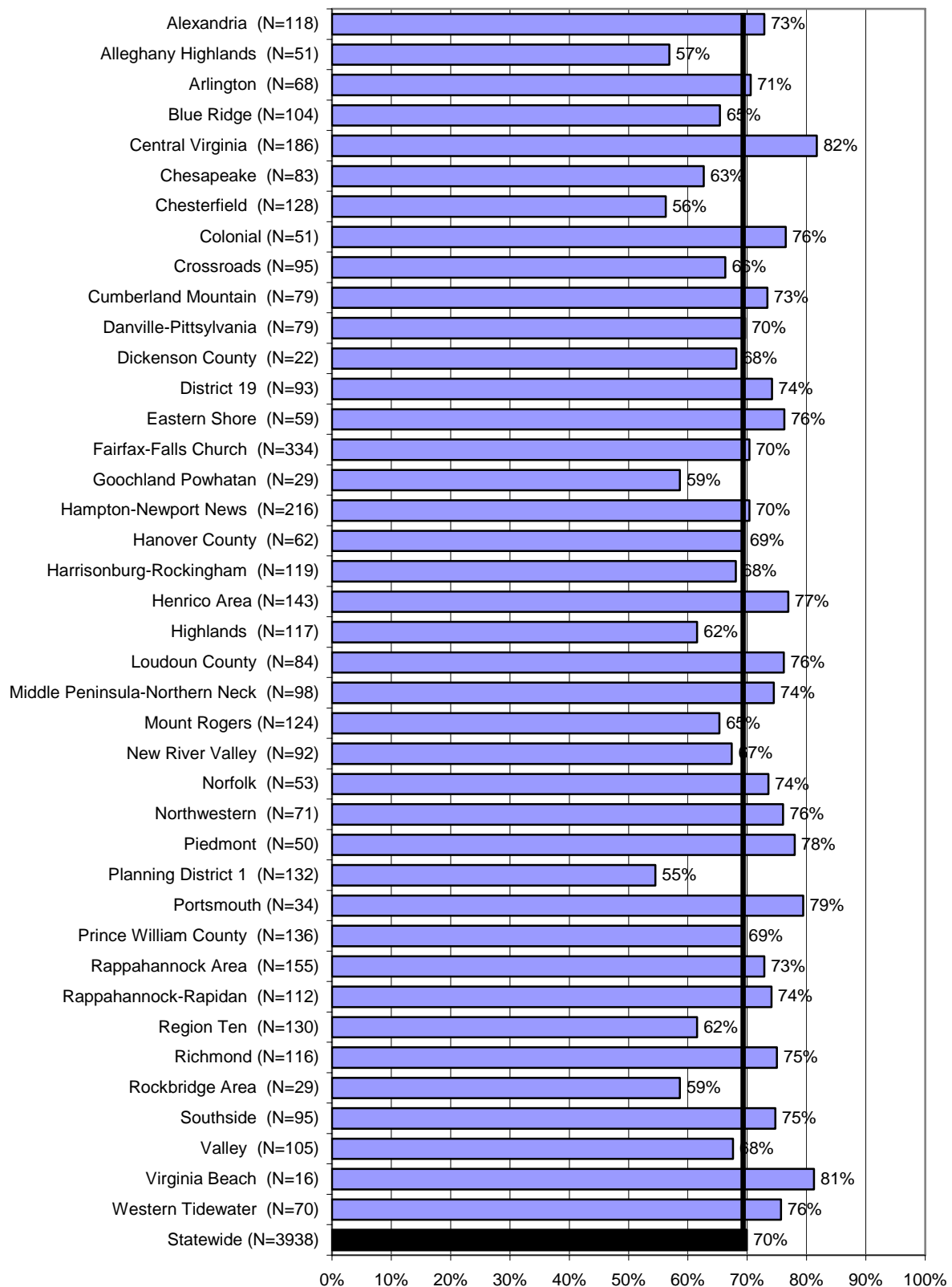


Figure 20: MH Consumer Satisfaction – Outcome Domain by CSB



Discussion

Most mental health consumers reported positive perceptions of CSB services. These results have been fairly consistent over time on all domains since 1999. The highest ratings were in the General Satisfaction domain, in which almost 90% percent of respondents reported positive perceptions of CSB services. The lowest was in the area of Outcome. The percentage of satisfaction increased on the Outcome domain this year (68.7% in 2004 to 69.9% in 2005), but decreased slightly on the other three domains from the results of last year's survey. The largest change on individual questions concerned medication. In the most recent administration of the survey, more than 20% of respondents indicated that they had not been told about side effects, as compared to 18% in 2004. Overall, MH consumers report higher satisfaction on all domains except for the Outcome domain, than consumers who seek SUD services or both MH and SUD services.

Many of the variables on the survey corresponded with differences in perceptions. The majority of mental health consumers surveyed were female, and, as in previous years, they expressed higher percentages of satisfaction on all domains except Outcome. African-Americans were more likely to report satisfaction on the Outcome domain than those of other races. Hispanic consumers were significantly more likely to report satisfaction with Outcome than non-Hispanics. Satisfaction also increased with the age group of the consumers. Consumers in treatment for longer periods expressed correspondingly higher levels of satisfaction. Those referred by themselves, a family member, or physician were more likely to express satisfaction with services than those referred by other sources. Consumers who were not homeless at all within the past six months were more likely to express satisfaction with services than those who had been homeless. Those who had moved at least one time in the past six months or who had paid employment in the past year were more likely to report positive perceptions on the Outcome domain. MH consumers who had been arrested in the past 12 months more frequently expressed satisfaction on the General Satisfaction and Access domains. MH consumers who had no psychiatric hospitalizations within the past 12 months were more likely to express higher levels of satisfaction on all domains. Social connectedness had the strongest correspondence to perception of services. Those consumers who had family and friends with whom to do enjoyable things or to support them in times of crisis were significantly more likely to report satisfaction on all domains than those without such support. Consumers who felt they were without such connections reported the lowest levels of satisfaction on the Outcome domain (44.3% and 50.7%, respectively, versus 75.4% and 74.7%).

Consumer comments:

- **"Why can't the room in the lobby be used when the nurse brings out our meds for privacy?"**
- **"My counselor... has helped me overcome some very difficult times. Her knowledge and understanding has saved my life, my sanity and my self esteem."**

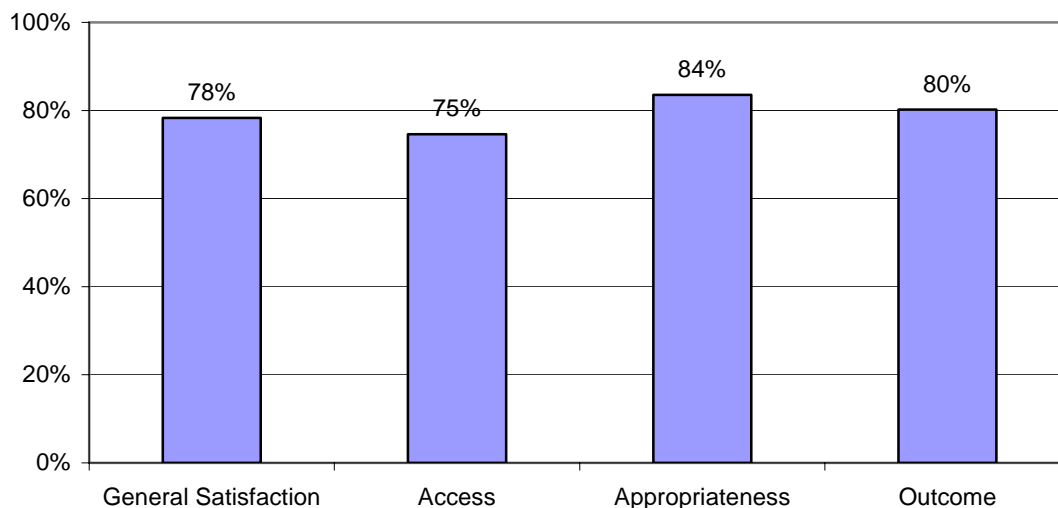
CHAPTER 3: SUBSTANCE USE DISORDER CONSUMER RESPONSES

Consumer and Treatment Characteristics

- A total of 1,974 consumers (27%) identified alcohol or drugs as the primary reason for receiving services from the CSB.
- A majority (about 91%) were between the ages of 21 and 64, and about 8% were between the ages of 18 and 20.
- Seventy-one percent were male, about 56% were White, and 30.6% were Black/ African-American.
- With regard to Hispanic origin, 11.4% identified themselves as Hispanic.
- About 61% were referred from Court or Law Enforcement, while 15.4% were self-referred.
- Sixty-six percent had been receiving treatment for five months or less. Nineteen percent had been receiving treatment for longer than one year.
- In the six months prior to the survey, 6.6% had been homeless and 34.8% had moved at least one time.
- In the past twelve months, 5.6% had a psychiatric hospitalization, 76.3% had paid employment, and 45.7% had been arrested. In the previous twelve months, 29.5% had been arrested.
- More than ninety-three percent have support in times of crisis, and 92.7% have people with whom to do enjoyable things.

Satisfaction On All Domains

Figure 1: SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- Eighty-one percent agreed with the statement “I like the services that I receive”.
- Seventy-one percent agreed with the statement “If I had other choices, I would still get services from this agency”.
- About 80% reported that they would recommend this agency to a friend or family member.

Access Domain

- Over 78% agreed that the location of services is convenient.
- About 84% agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 75% agreed with the statement “Staff returns my calls within 24 hours.”
- Almost 75% agreed that services were available at times that were good for them.

Appropriateness Domain

- Almost 89% agreed with the statement “Staff here believe that I can grow, change, and recover”.
- About 85% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment”.
- Almost 75% reported that staff is sensitive to their cultural background.
- Only about 70% reported agreement that staff tell them what medication side effects to watch for.
- About 80.5% reported that they feel free to complain.
- Over 84% reported that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- Almost 82% agreed with the statement “I am better able to control my life”.
- About 81% agreed with the statement “I deal more effectively with daily problems”.
- Almost 76% reported that they did better at work or school.
- About 75% reported that they did better in social settings.
- About 79% reported that they were better able to deal with a crisis.
- Almost 78% reported that they got along better with their family.
- About 75% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a Domain or Total Satisfaction Scoring)

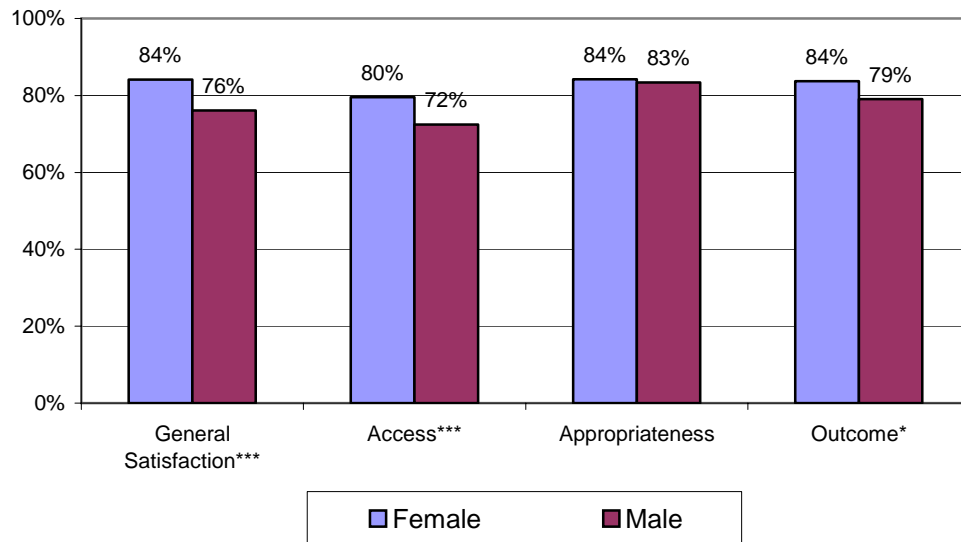
- About 85% reported that they felt comfortable asking questions about treatment and medication.
- Over eighty-two percent agreed with the statement “I am able to get all the services I think I need”.
- Sixty-nine percent agreed with the statement “I, not staff, decide my treatment goals”.
- Almost 73% reported satisfaction with their living arrangements.

Differences Between Groups

Did Satisfaction Differ by Gender?

Female consumers were significantly more likely to report positive perceptions on the General Satisfaction, Access, and Outcome domains.

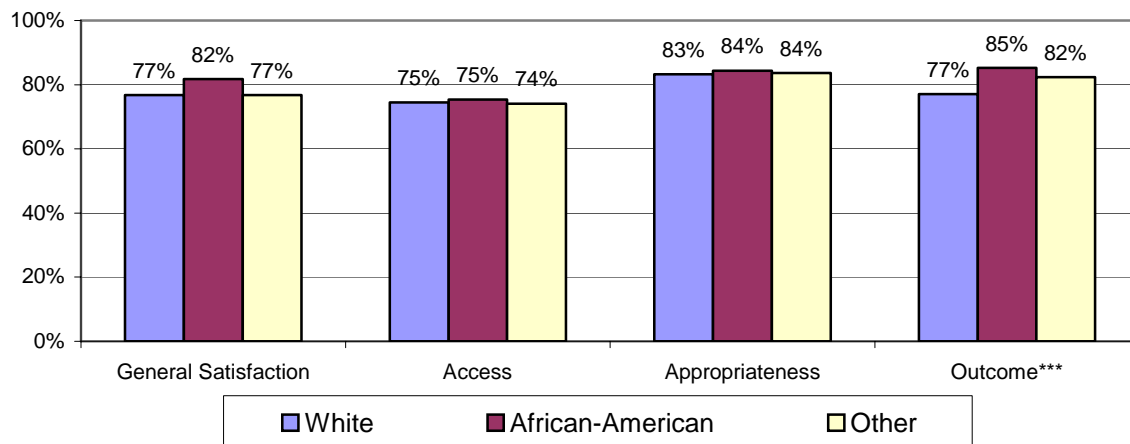
Figure 2: SUD Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

White consumers were significantly less likely to express positive perceptions on the Outcome domain than consumers of other races.

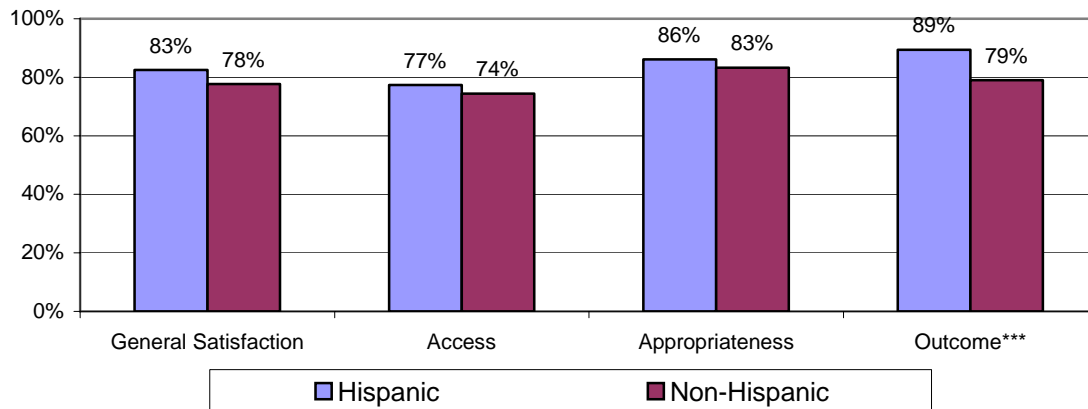
Figure 3: SUD Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

Consumers of substance abuse services who claimed Hispanic ethnicity expressed significantly higher perceptions of satisfaction on the Outcome domain than consumers of non-Hispanic ethnicity.

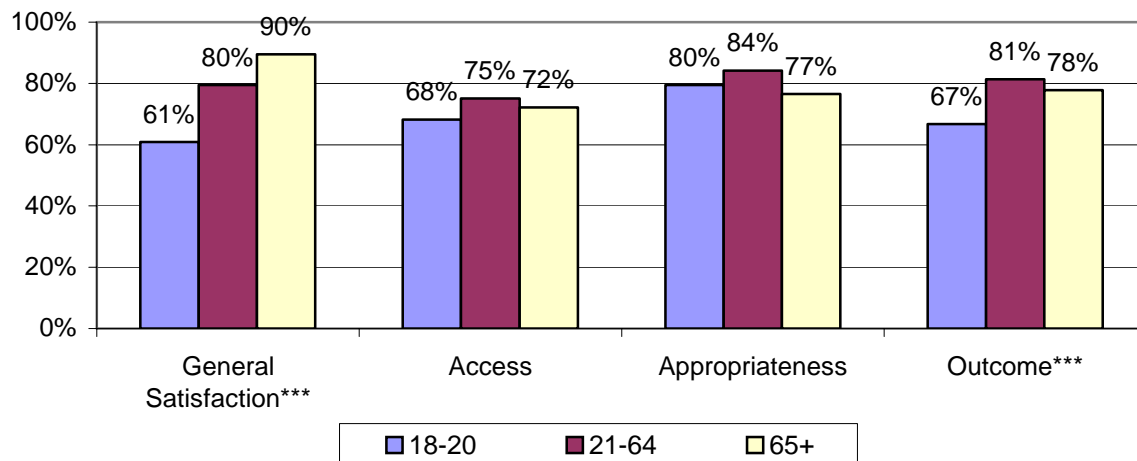
Figure 4: SUD Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

The youngest age group, those consumers 18-20 years of age, had significantly less positive perceptions in the General Satisfaction and the Outcome domains than the two older groups.

Figure 5: SUD Consumer Satisfaction by Age Group



*Differences between groups were significant at the $p \leq .05$ level

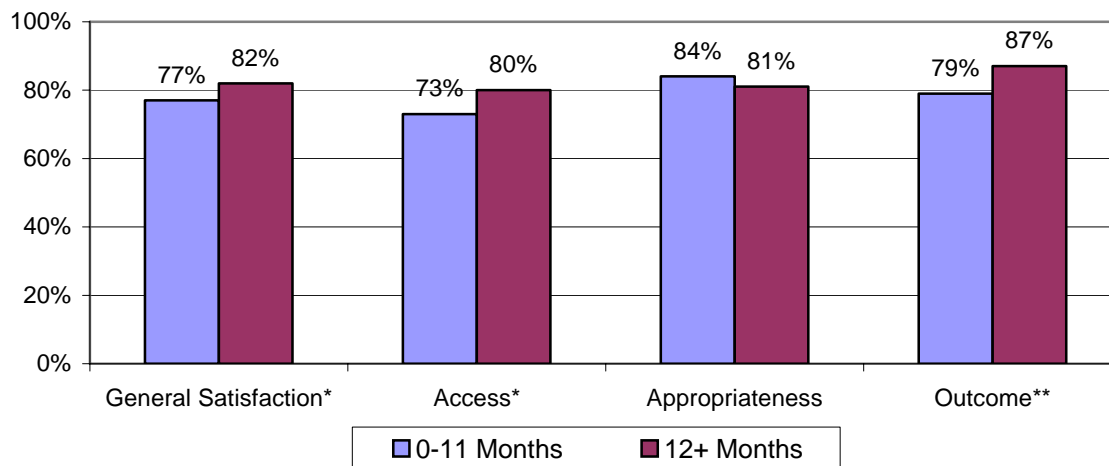
**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Length of Treatment?

Consumers in treatment for less than 12 months were significantly less likely to express positive perceptions on the General Satisfaction, Access, and Outcome domains than those in treatment for a year or longer.

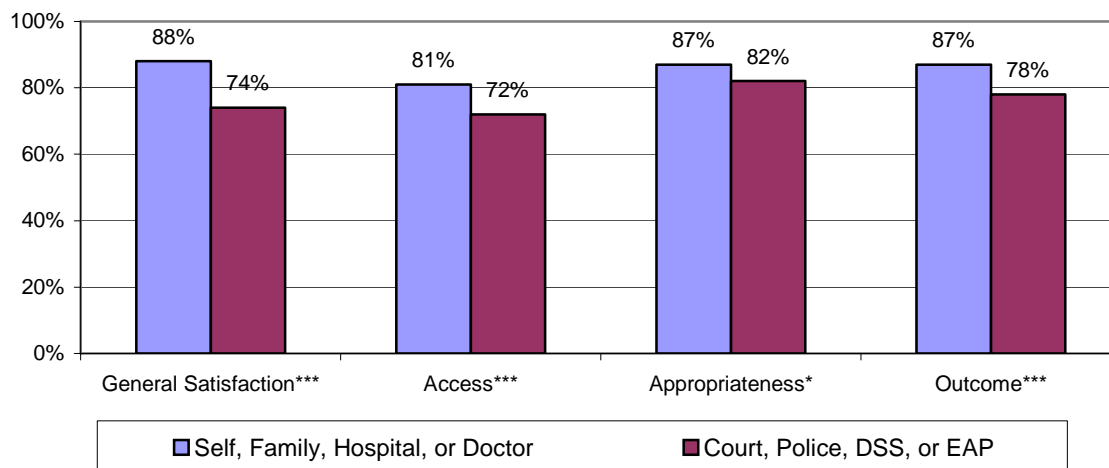
Figure 6: SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who reported being self-referred or referred to services by family members, a hospital, or a doctor were significantly more likely to express positive perceptions on all four domains than consumers who were referred by the court, police, DSS or an EAP. The difference is most notable on the General Satisfaction domain.

Figure 7: SUD Consumer Satisfaction by Referral Source



*Differences between groups were significant at the $p \leq .05$ level

**Differences between groups were significant at the $p \leq .01$ level

***Differences between groups were significant at the $p \leq .001$ level

Did Satisfaction Differ by Housing Situation?

No statistically significant difference was seen in level of satisfaction on any domain between those consumers who had been homeless within the past six months and those who had not. Those consumers who did not move in the past six months were significantly more likely to report positive perceptions on the Access domain.

Figure 8: SUD Consumer Satisfaction by Homelessness

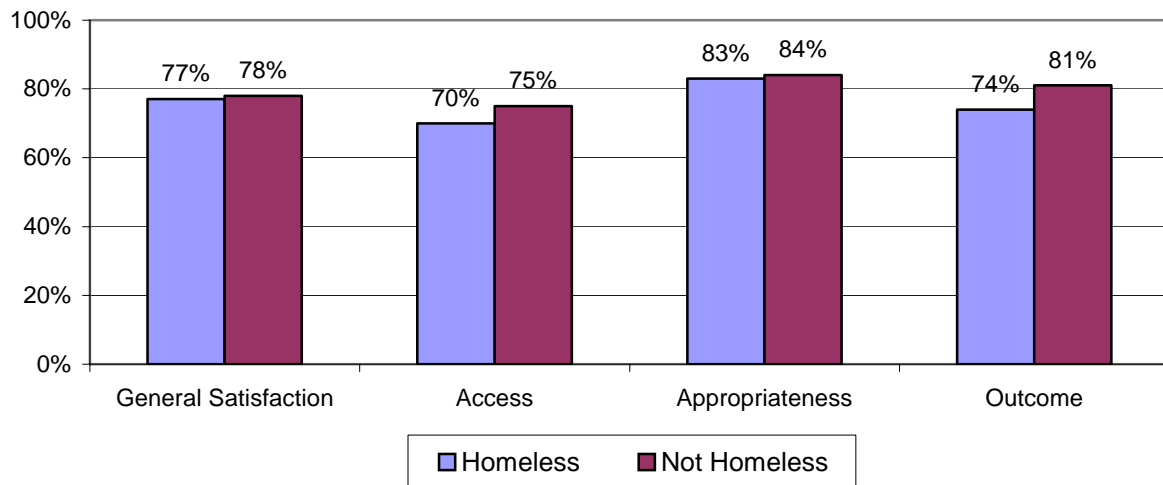
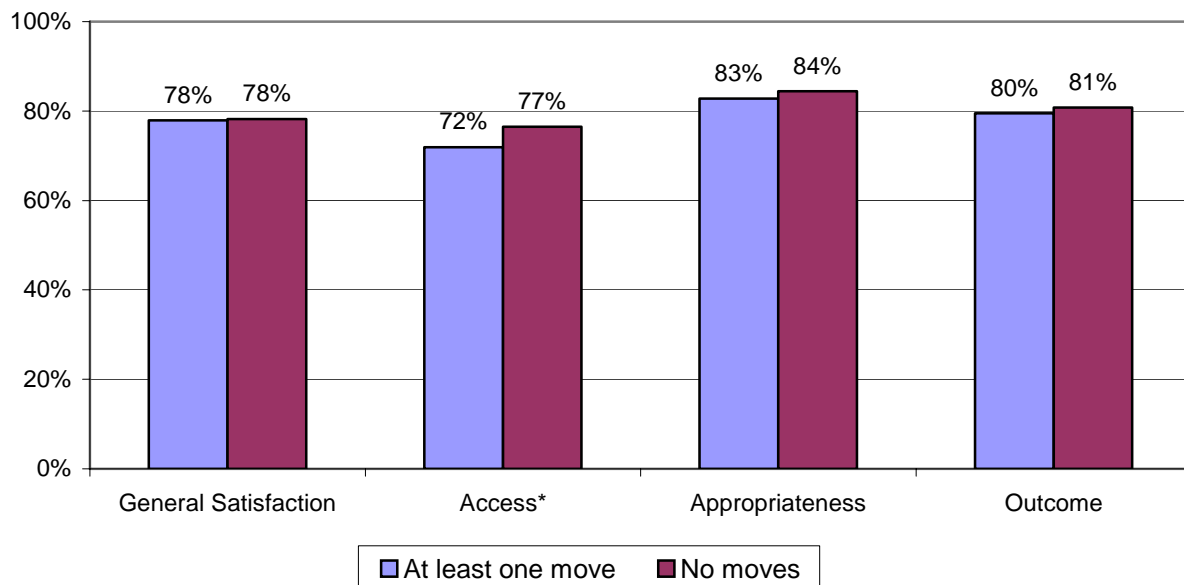


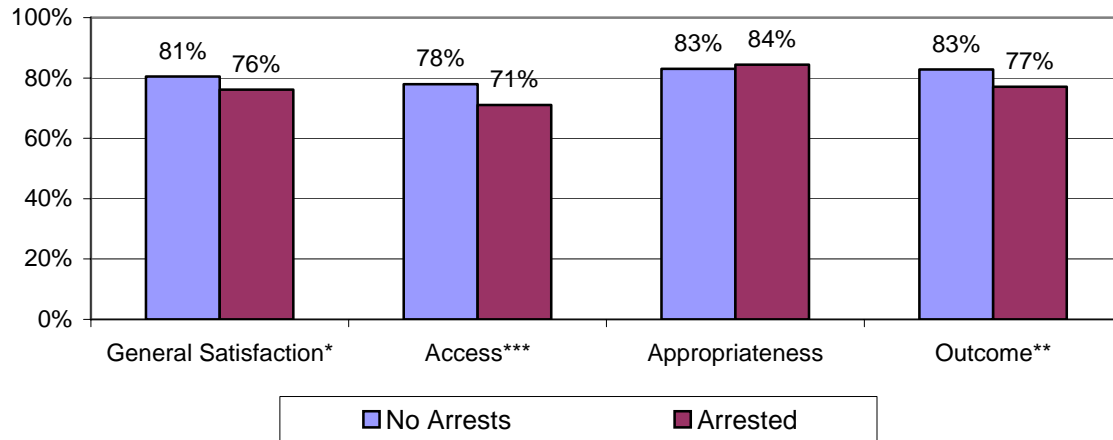
Figure 9: SUD Consumer Satisfaction by Frequency of Moves



Did Satisfaction Differ by Involvement with the Criminal Justice System?

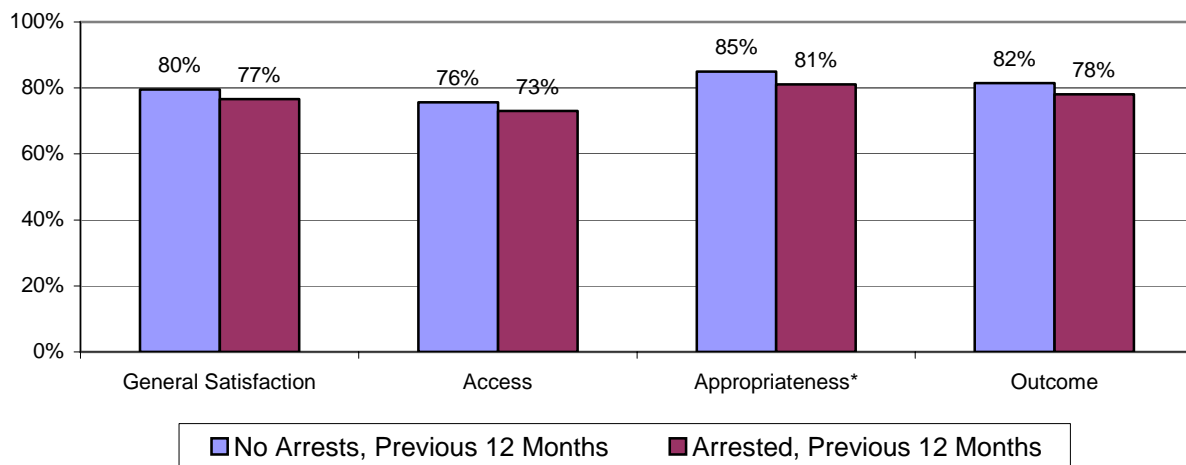
Consumers who had not been arrested within the past 12 months were significantly more likely to report positive perceptions on the General Satisfaction, Access, and Outcome domains than those who had some involvement with the criminal justice system.

Figure 10: SUD Consumer Satisfaction by Criminal Justice System Involvement, Current Year



Consumers who had not been arrested within the 12 months of the previous year were significantly more likely to report positive perceptions on the Appropriateness domain than those who had some involvement with the criminal justice system.

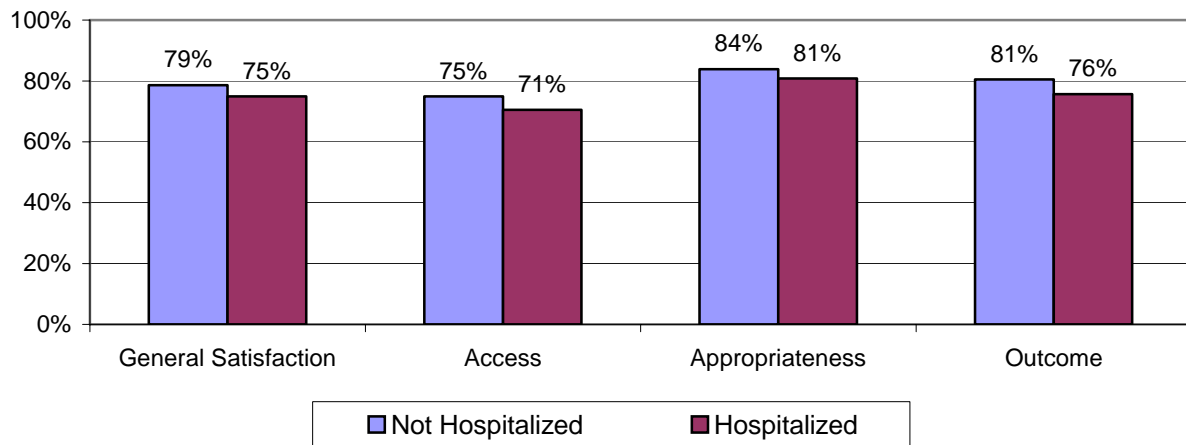
Figure 11: SUD Consumer Satisfaction by Criminal Justice System Involvement, Previous Year



Did Satisfaction Differ by Psychiatric Hospitalization?

No statistically significant difference was seen in satisfaction levels between those who had been in a psychiatric hospital within the past 12 months and those who had not.

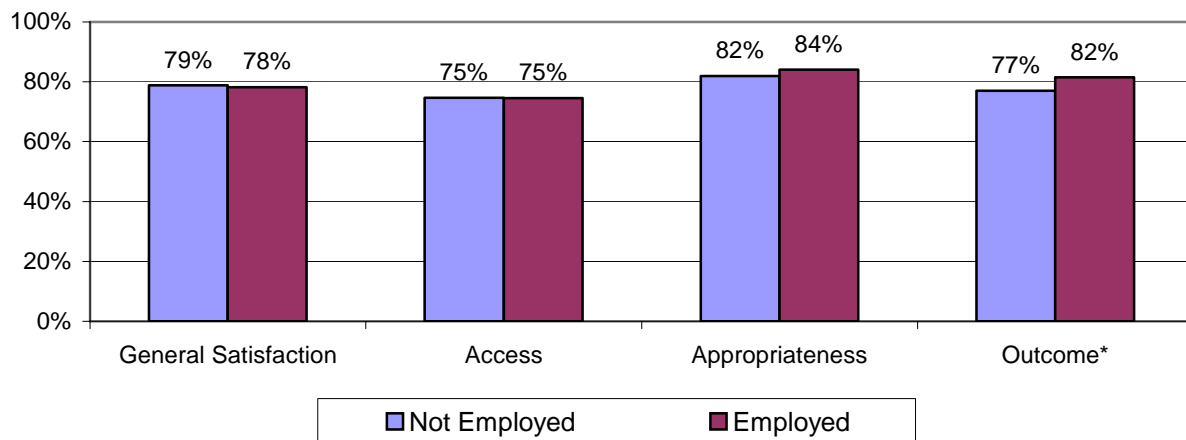
Figure 12: SUD Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

Consumers who had paid employment within the past 12 months were significantly more likely to report positive perceptions on the Outcome domain than those who had no paid employment.

Figure 13: SUD Consumer Satisfaction by Employment



Did Satisfaction Differ by Social Connectedness?

Consumers who felt that they have adequate support from family or friends in times of crisis were significantly more likely to express positive perceptions in all domains. Consumers who felt that they have people with whom they can do enjoyable things were significantly more likely to express positive perceptions on the General Satisfaction, Appropriateness, and Outcome domains than those who do not have such relationships.

Figure 14: SUD Consumer Satisfaction by Crisis Support

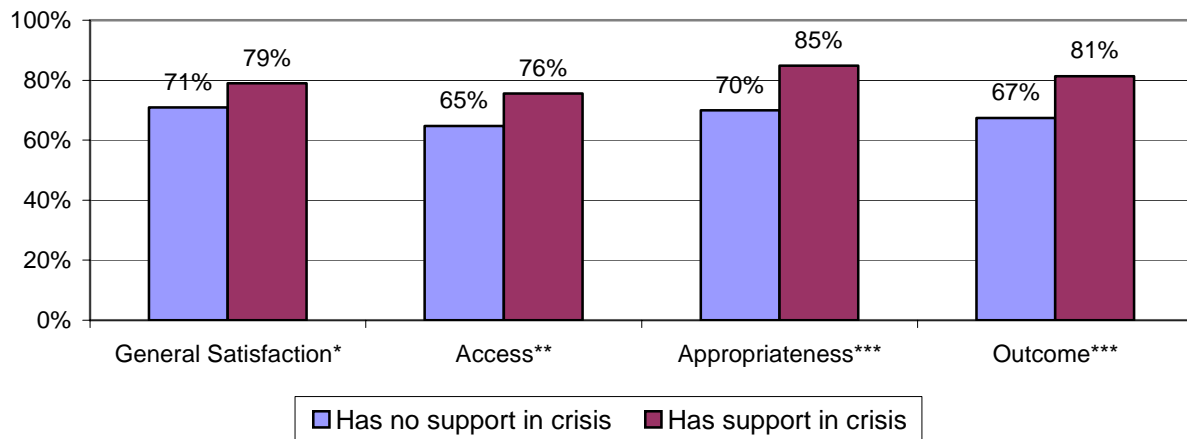
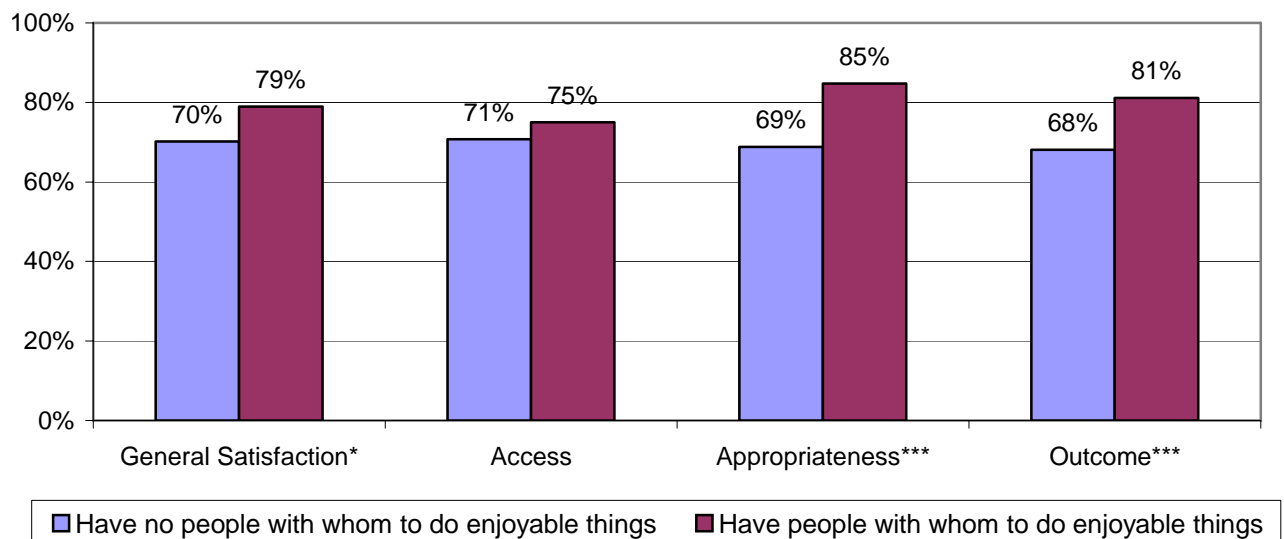


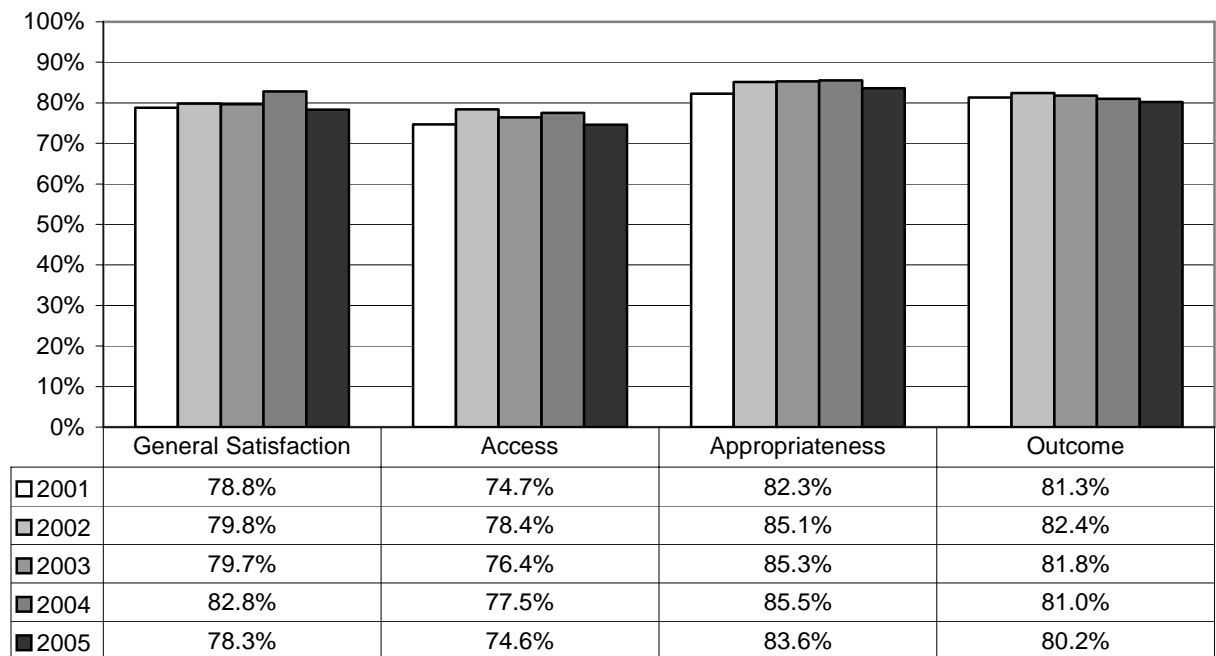
Figure 15: Consumer Satisfaction by Social Support



Trends Over Time

- Overall, the percent of consumers reporting positive perceptions on the General Satisfaction, Access, and Appropriateness domains has remained relatively consistent over time, although levels dropped slightly in all three areas since the administration of the survey last year.
- The percent satisfied on the Outcome domain decreased slightly over the past four years.

Figure 16: SUD Consumer Satisfaction Trends (2001 - 2005)



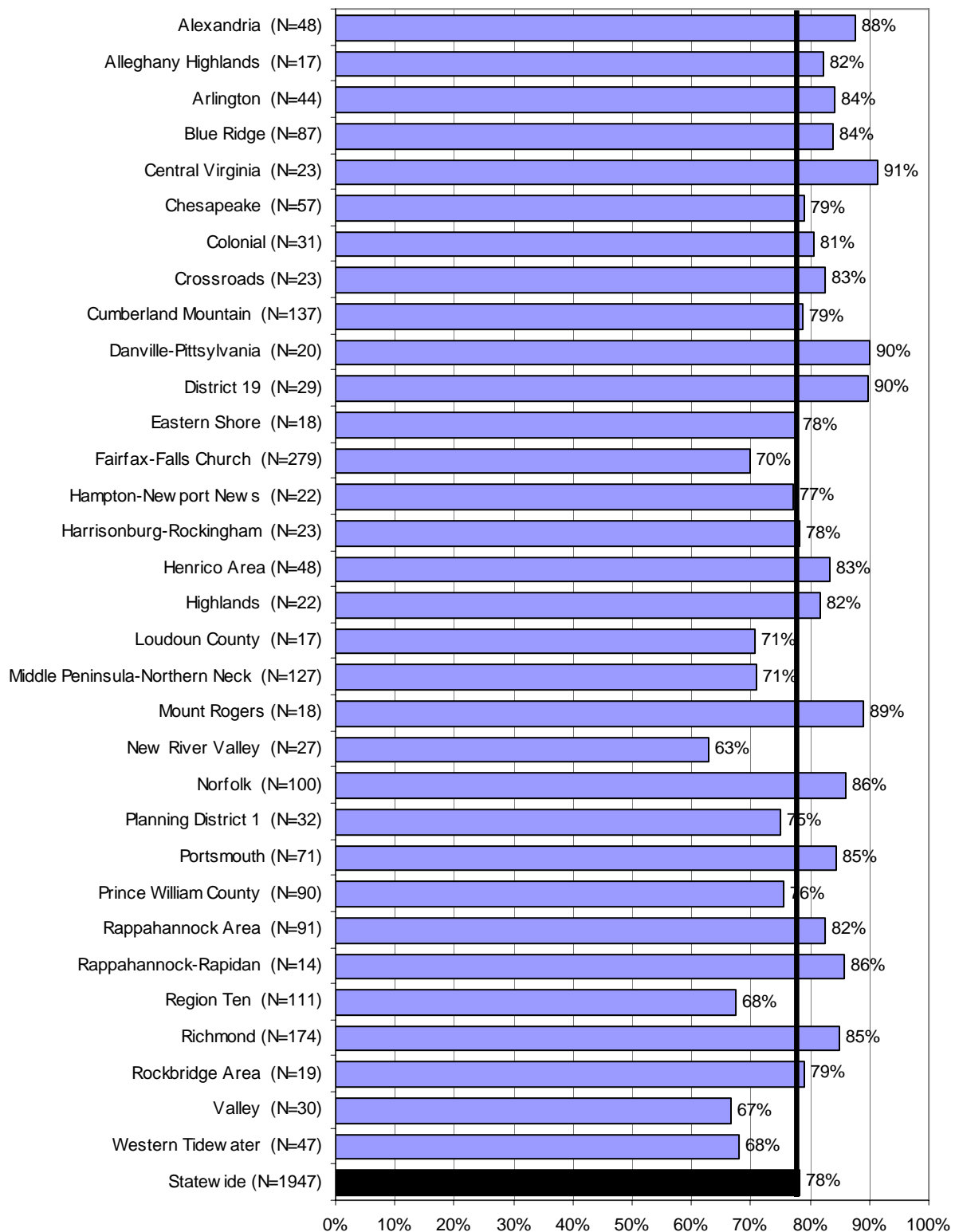
CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 17 – 20.
- Only those CSBs with more than ten surveys for which the domain subscale score could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Consumer comments:

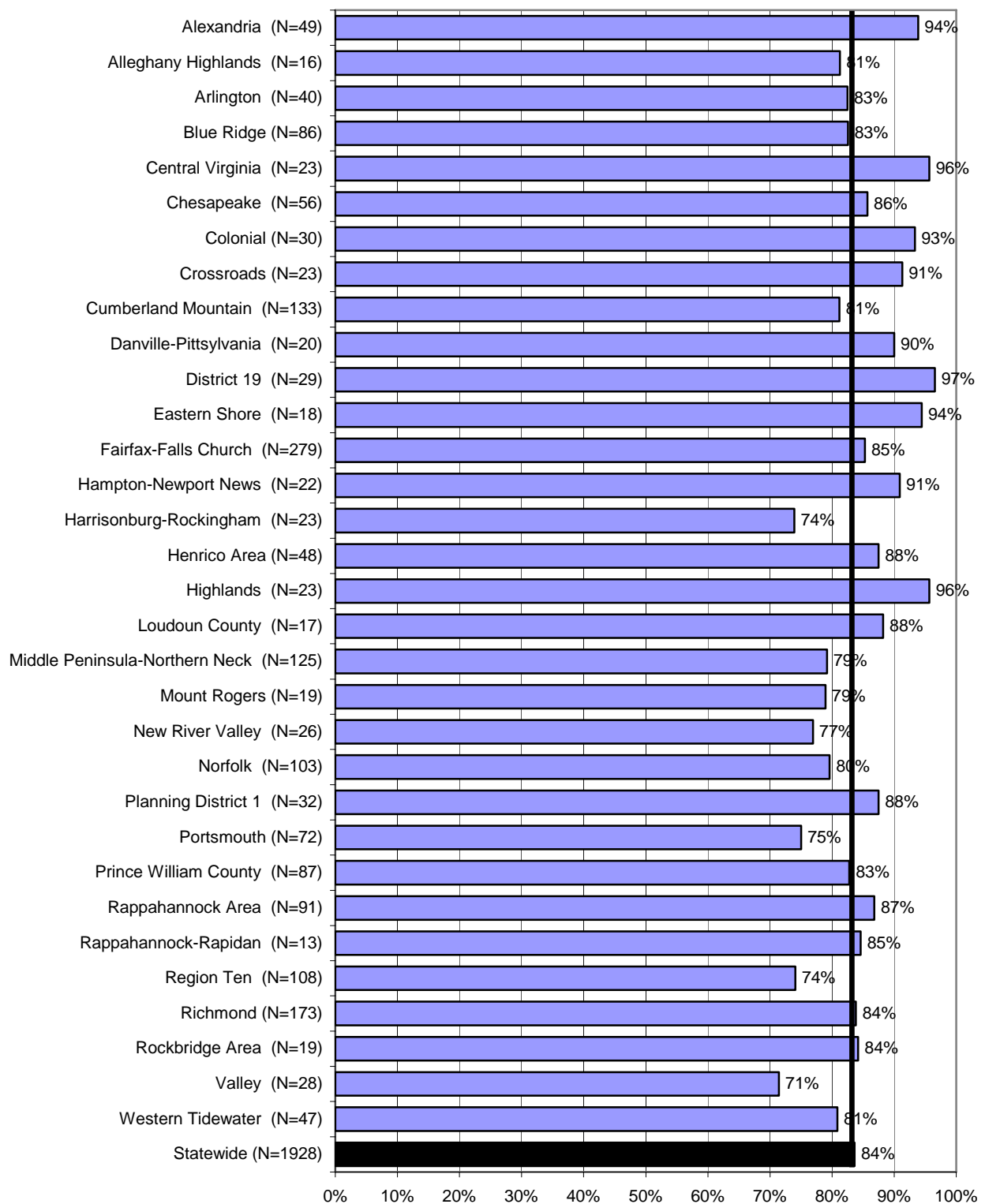
- **“Seems like the counselor works for law enforcement than for my personal needs.”**
- **“I feel comfortable coming here because everyone is nice and does not judge me.”**
- **“Seems that this program is teaching the 12 step program from NA and AA I was looking for something completely different.”**

Figure 17: SUD Consumer Satisfaction - General Satisfaction Domain by CSB



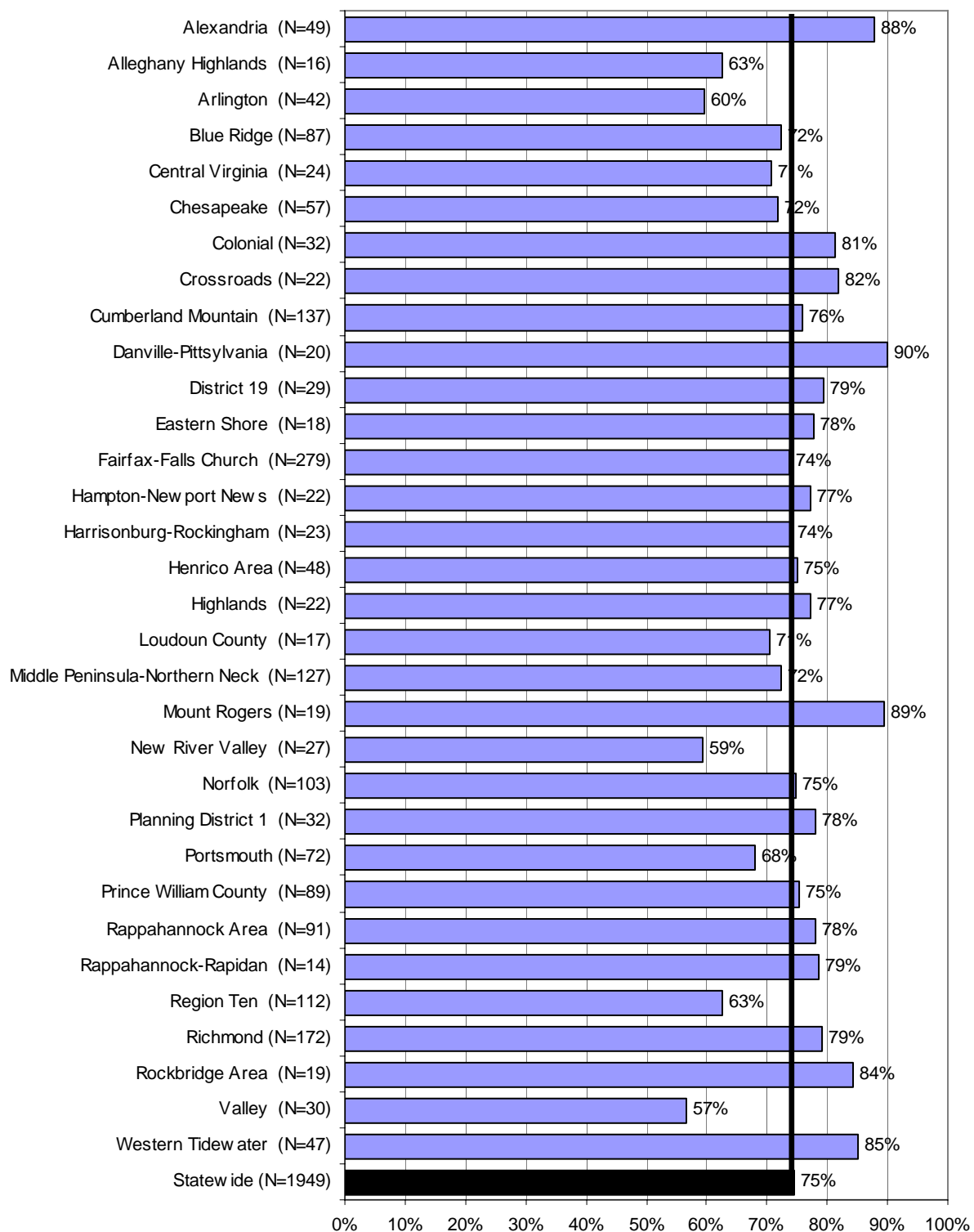
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 18: SUD Consumer Satisfaction - Appropriateness Domain by CSB



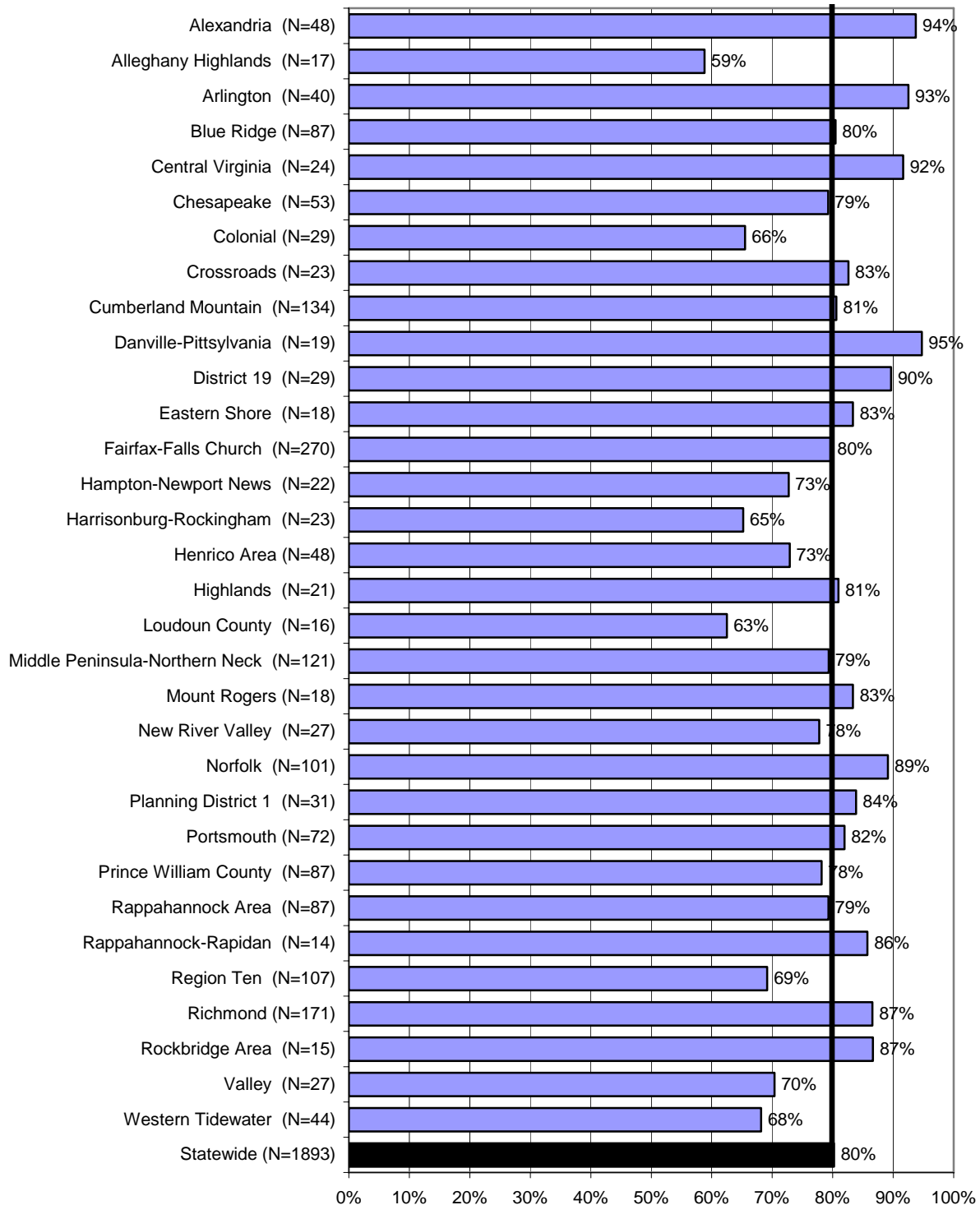
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 19: SUD Consumer Satisfaction – Access Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 20: SUD Consumer Satisfaction - Outcome Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Discussion

Overall, most SUD consumers reported positive perceptions of CSB services, particularly in the Appropriateness domain. Levels of satisfaction decreased on all domains in the past year for SUD consumers, especially in the General Satisfaction area. The majority of consumers were White, though African American consumers were more likely to report positive perceptions on the Outcome domain. Consumers of Hispanic ethnicity showed even higher percentages of satisfaction. Female SUD consumers were more likely to report positive perceptions than males. The youngest consumers were far less likely to express positive perceptions of services on the General Satisfaction and Outcome domains than their older counterparts. Consumers who had been in treatment for at least a year were more likely to be satisfied with services, though most were in treatment for less than six months. Most SUD consumers were referred by court or law enforcement and were less likely to express positive perceptions of services than those referred by other sources.

For SUD consumers, homelessness and hospitalization did not affect satisfaction with CSB services on any domain. Consumers who had not moved within the past six months were more likely to be satisfied with access than those who had moved one or more times. Those who had no arrests in the past year were more likely to express positive perceptions of services on all but the Appropriateness domain than those who had been arrested. Interestingly, consumers who reported an arrest history in the previous year were more likely to be satisfied on the Appropriateness domain. Those who had paid employment within the past year were more likely to express positive perceptions of services on the Outcome domain. As with MH consumers, social connectedness was strongly tied to satisfaction. Consumers with family and friends to support them in a crisis and who had people with whom to do enjoyable things were far more likely to express positive perceptions of services than were those without such connections.

Overall, in comparison with MH consumers, SUD and MH/SUD consumers continue to report lower satisfaction on all domains except for Outcome.

Consumer comments:

- **“Organization is strict with rules (more so than other clinics I’ve been on). This helped me a lot – been clean and sober almost 10 years.”**
- **“I’d like to see earlier medication hours.”**
- **“The exact sequence of events/tasks is not well presented to the new client.”**
- **“It works if you work it. You die if you don’t.”**

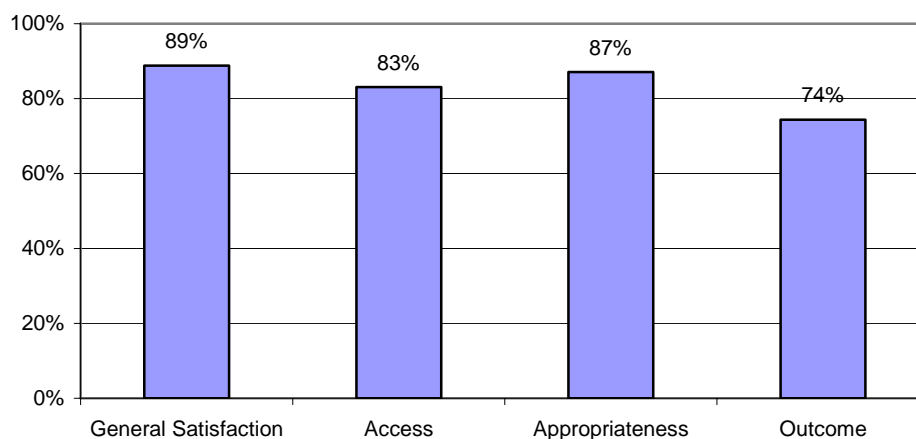
CHAPTER 4: MENTAL HEALTH AND SUBSTANCE USE DISORDERS (MH/SUD) RESPONSES

Consumer and Treatment Characteristics

- A total of 1,293 (17.7%) consumers identified both alcohol or drugs and emotional/mental health as the primary reasons for receiving services from the CSB.
- Over 95% were between the ages of 21 and 64.
- About 47% were male, 63.5% were White, and 25.9% were Black/African-American.
- With regard to Hispanic origin, about 5% identified themselves as Hispanic.
- About 21% were referred from Court or Law Enforcement, while 25.3% were self-referred and 24.3% were referred by a hospital or physician.
- Over half (54.8%) had been in treatment for more than one year, 13.2% had been in treatment between six and 11 months, 14.1% had been in treatment between 3 and 5 months, 11% had been in treatment between 1 and 2 months, and about seven percent had been in treatment less than one month.
- In the six months prior to the survey, 13% had been homeless and 39.2% moved at least one time.
- In the past twelve months, 26.7% had a psychiatric hospitalization, 46.9% had paid employment, and 28.2% had been arrested. In the previous twelve months, 25.2% had been arrested.
- More than eighty-one percent have support in times of crisis, and 83.6% have people with whom to do enjoyable things.

Satisfaction On All Domains

Figure 1: MH/SUD Consumer Satisfaction Across Domains



General Satisfaction Domain

- Eighty-nine percent agreed with the statement “I like the services that I receive”.
- About 84% agreed with the statement “If I had other choices, I would still get services from this agency”.
- Over eighty-eight percent reported that they would recommend this agency to a friend or family member.

Access Domain

- About 83% agreed that the location of services is convenient.
- Over eighty-seven percent agreed with the statement “Staff are willing to see me as often as I feel it is necessary.”
- About 81% agreed with the statement “Staff returns my calls within 24 hours.”
- Almost 84% agreed that services were available at times that were good for them.

Appropriateness Domain

- About 89% agreed with the statement “Staff here believe that I can grow, change, and recover.”
- Over 89% agreed with the statement “Staff respect my wishes about who is, and is not, to be given information about my treatment.”
- Almost eighty-one percent reported that staff is sensitive to their cultural background.
- Almost seventy-nine percent reported agreement that staff tell them what medication side effects to watch for.
- More than eighty-two percent reported that they feel free to complain.
- Over 87% felt that staff helped them to obtain information needed for the consumer to take charge of managing the illness.

Outcome Domain

- More than seventy-eight percent agreed with the statement “I am better able to control my life”.
- About 81% agreed with the statement “I deal more effectively with daily problems”.
- About 65% reported that they did better at work or school.
- Over 68% reported that they did better in social settings.
- More than 73% reported that they were better able to deal with a crisis.
- Almost 66% agreed with the statement “My symptoms are not bothering me as much”.

Other Survey Items (not included in a domain or Total Satisfaction scoring)

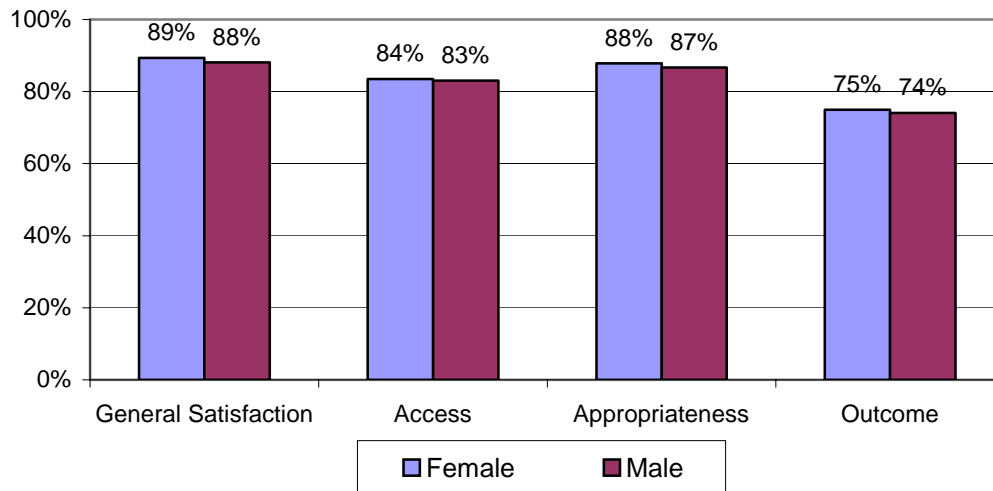
- About 90% reported that they felt comfortable asking questions about my treatment and medication.
- Almost eighty-three percent agreed with the statement “I am able to get all the services I think I need”.
- Almost seventy-two percent agreed with the statement “I, not staff, decide my treatment goals”.
- Almost 62% reported satisfaction with their living arrangements.

Differences Between Groups

Did Satisfaction Differ by Gender?

There was no statistically significant difference in perception of satisfaction between male and female consumers.

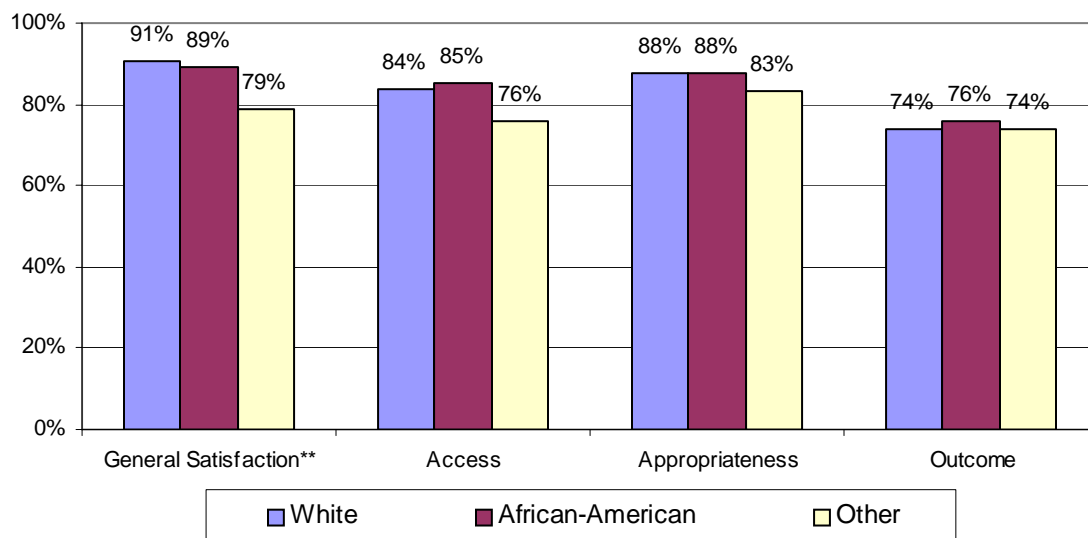
Figure 2: MH/SUD Consumer Satisfaction by Gender



Did Satisfaction Differ by Race?

African-American and White consumers reported a significantly higher perception of satisfaction than consumers of other races on the General Satisfaction domain.

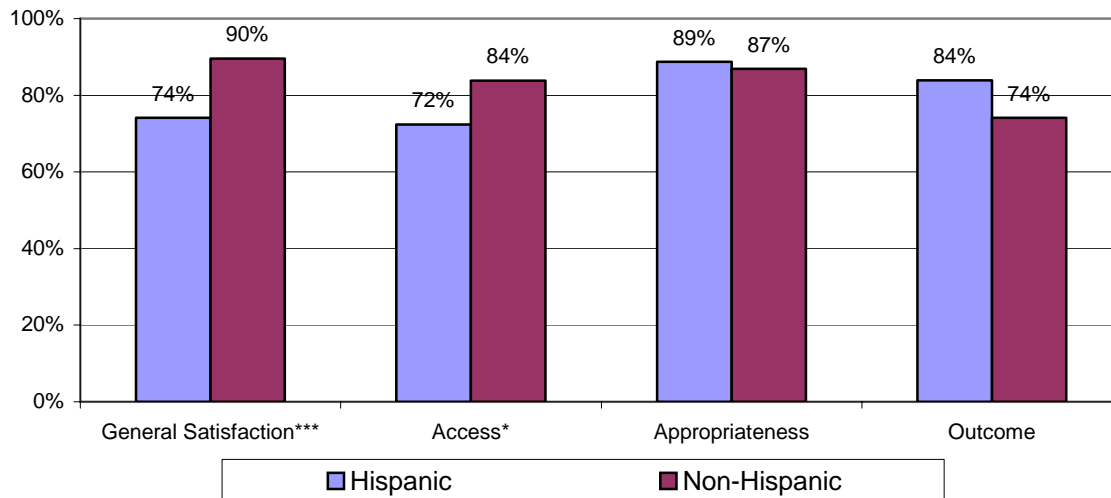
Figure 3: MH/SUD Consumer Satisfaction by Race



Did Satisfaction Differ by Ethnicity?

Consumers of mental health and substance abuse services who claimed Hispanic ethnicity reported significantly lower perceptions on the Access and General Satisfaction domains than consumers of non-Hispanic ethnicity.

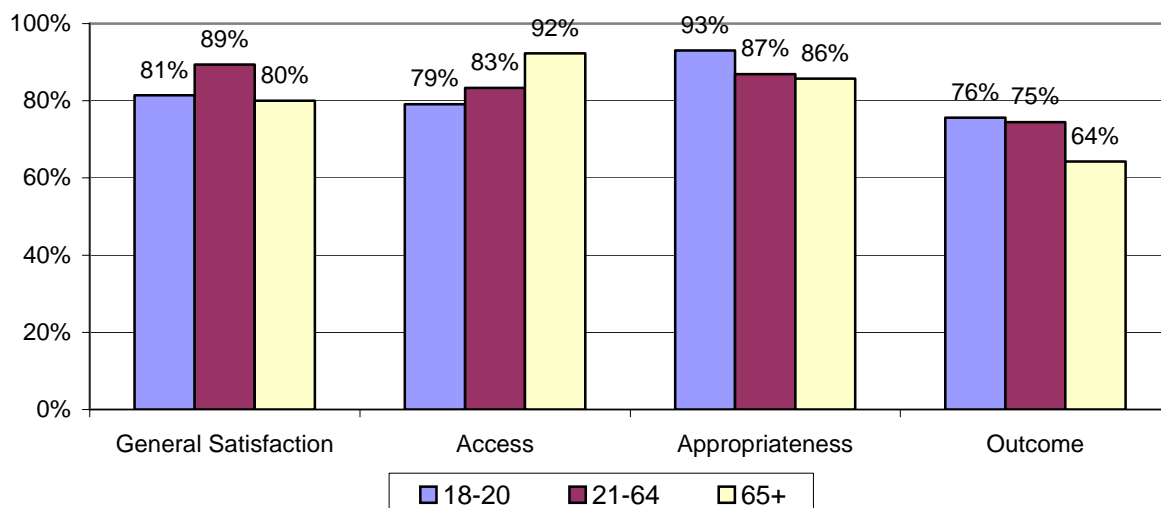
Figure 4: MH/SUD Consumer Satisfaction by Ethnicity



Did Satisfaction Differ by the Age Group of the Consumer?

No statistical difference was noted on any domain for consumers of mental health and substance abuse services in different age categories.

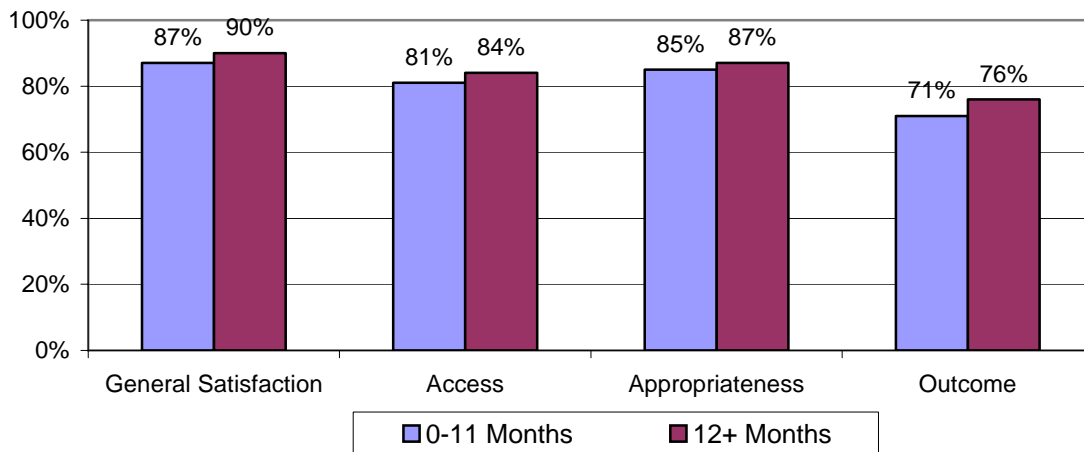
Figure 5: MH/SUD Consumer Satisfaction by Age



Did Satisfaction Differ by Length of Treatment?

No statistical difference was noted on any domain for consumers of mental health and substance abuse services based upon their length of treatment.

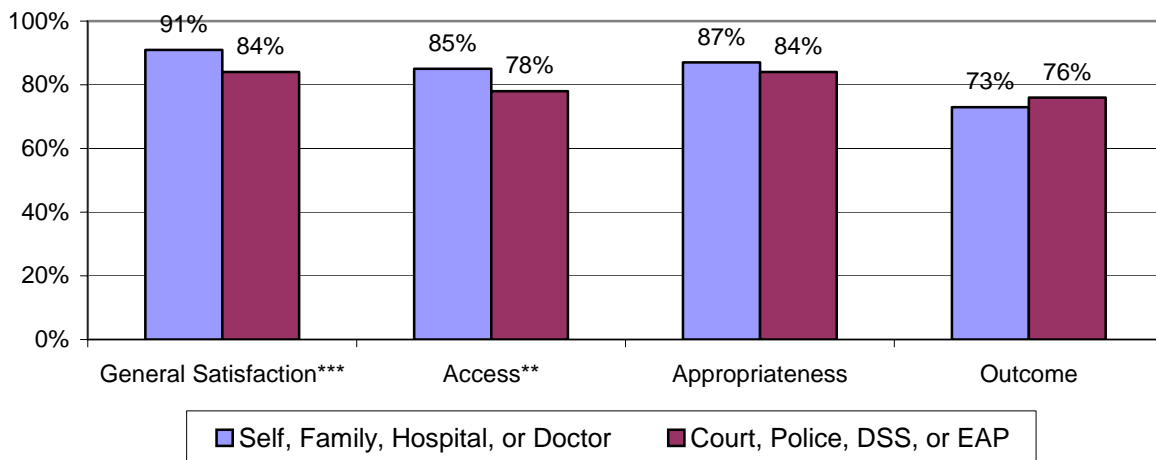
Figure 6: MH/SUD Consumer Satisfaction by Length of Treatment



Did Satisfaction Differ by Referral Source?

Consumers who reported being self-referred or referred to services by family members, a hospital, or a doctor, as opposed to those who were referred by the courts, police, DSS, or an EAP, expressed significantly higher levels of satisfaction on the General Satisfaction and Access domains.

Figure 7: MH/SUD Consumer Satisfaction by Referral Source



Did Satisfaction Differ by Housing Situation?

No statistically significant difference was seen in the level of satisfaction on any domain between those consumers who had been homeless within the past six months and those who had not, or between those who moved at least once and those who did not move in the past six months.

Figure 8: MH/SUD Consumer Satisfaction by Homelessness

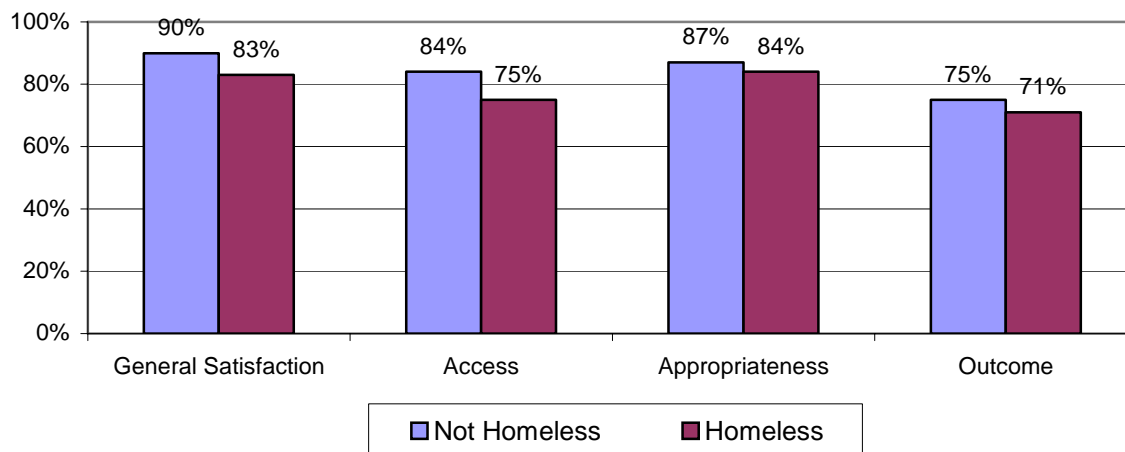
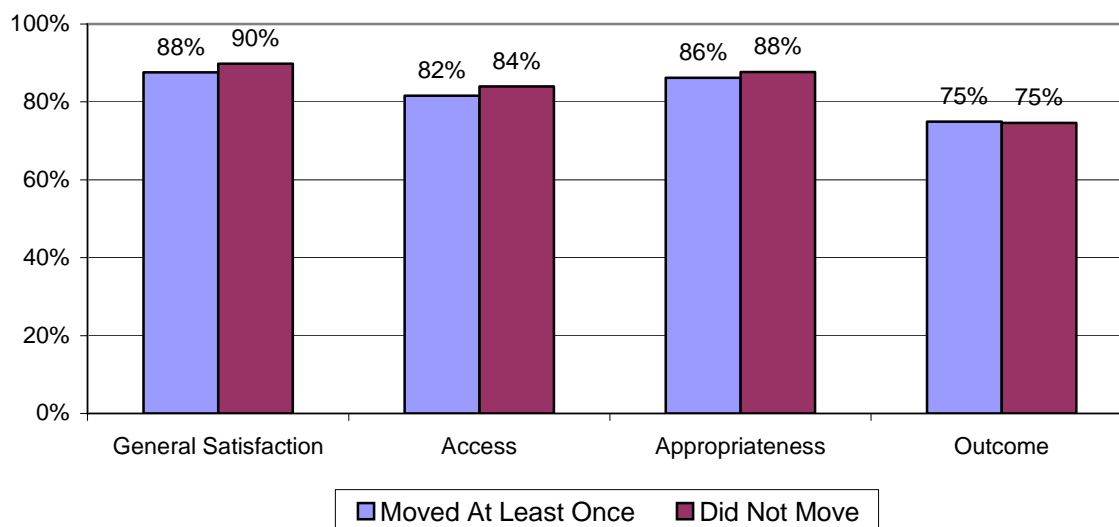


Figure 9: MH/SUD Consumer Satisfaction by Frequency of Moves



Did Satisfaction Differ by Involvement with the Criminal Justice System?

No statistically significant difference was seen in satisfaction levels between those who had been arrested within the past 12 months and those who had no criminal justice system involvement. Similarly, no statistically significant difference was seen in satisfaction levels between those who had been arrested within the 12 months of the previous year and those who had no criminal justice system involvement in that same period.

Figure 10: MH/SUD Consumer Satisfaction by Criminal Justice System Involvement, Current Year

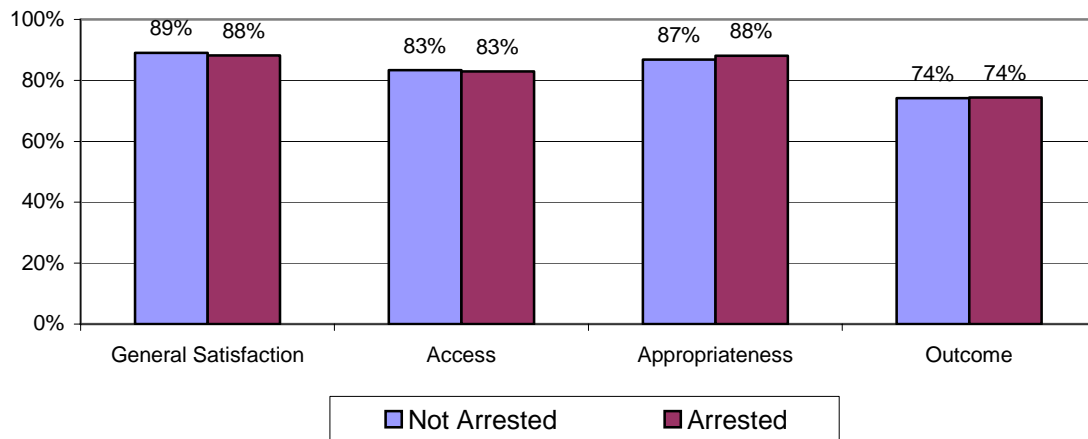
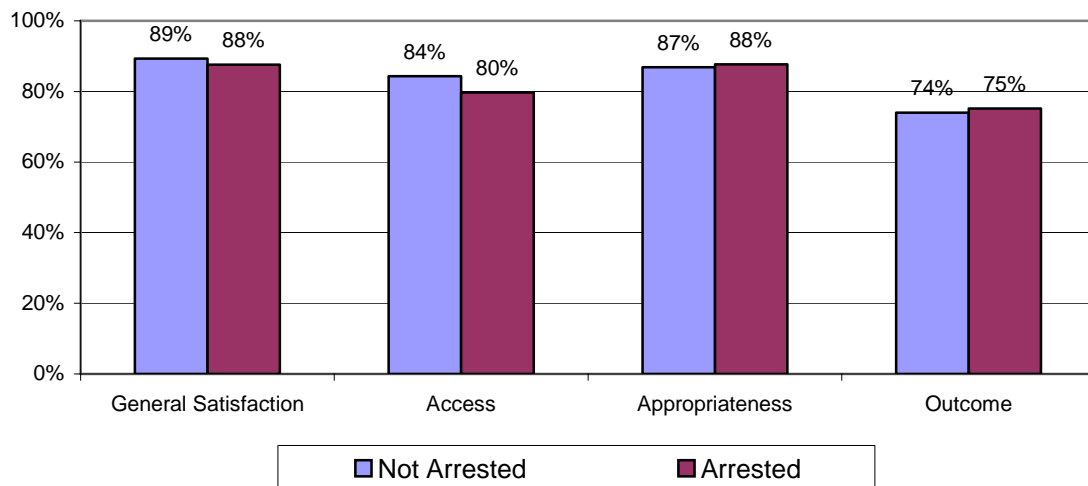


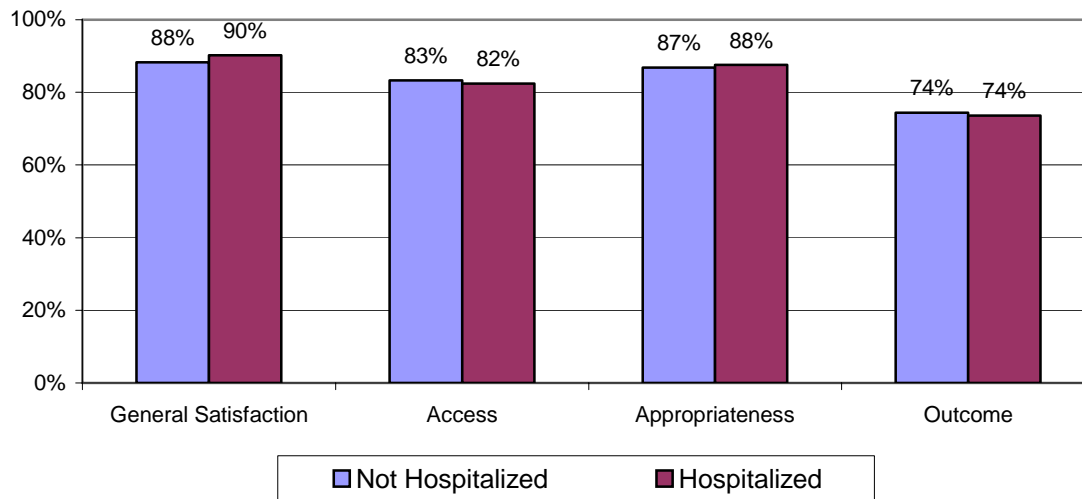
Figure 11: MH/SUD Consumer Satisfaction by Criminal Justice System Involvement, Previous Year



Did Satisfaction Differ by Psychiatric Hospitalization?

No statistically significant difference was seen in satisfaction levels between those MH/SUD consumers who had been in a psychiatric hospital or unit within the past 12 months and those who had not been hospitalized.

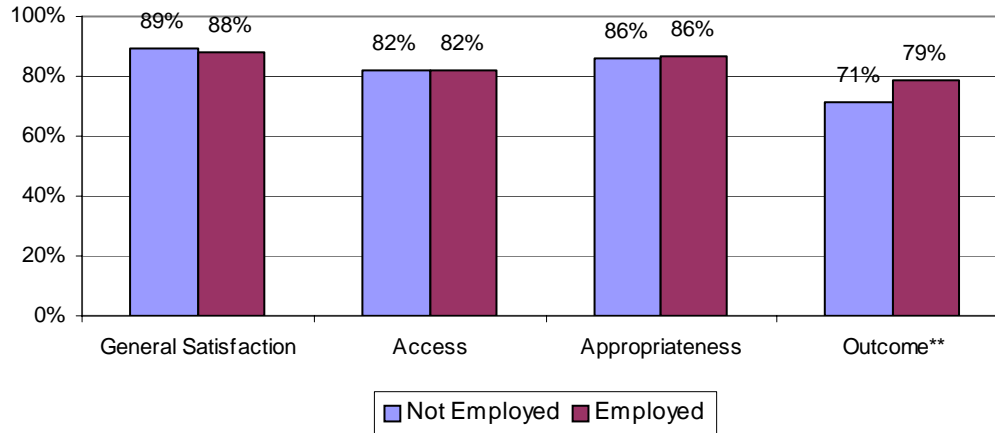
Figure 12: MH/SUD Consumer Satisfaction by Psychiatric Hospitalization



Did Satisfaction Differ by Employment?

Consumers who had paid employment within the past 12 months were significantly more likely to report positive perceptions on the Outcome domain than those who had not been employed.

Figure 13: MH/SUD Consumer Satisfaction by Employment



Did Satisfaction Differ by Social Connectedness?

Consumers who felt that they have adequate support from family or friends in times of crisis were significantly more likely to express positive perceptions in all domains. Similarly, consumers who felt that they have people with whom they can do enjoyable things were significantly more likely to express positive perceptions in all domains than those who do not have such relationships.

Figure 14: MH/SUD Consumer Satisfaction by Crisis Support

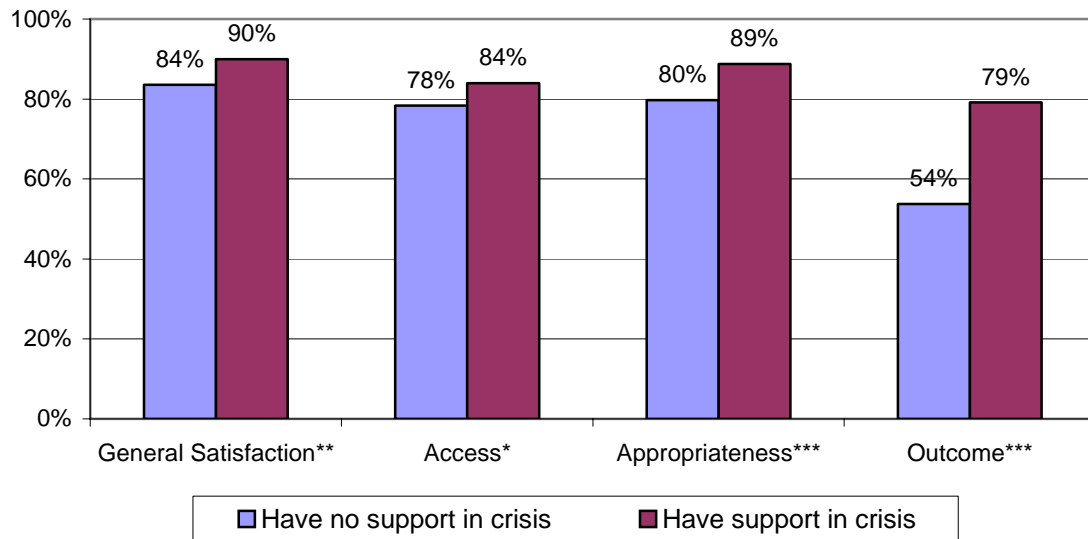
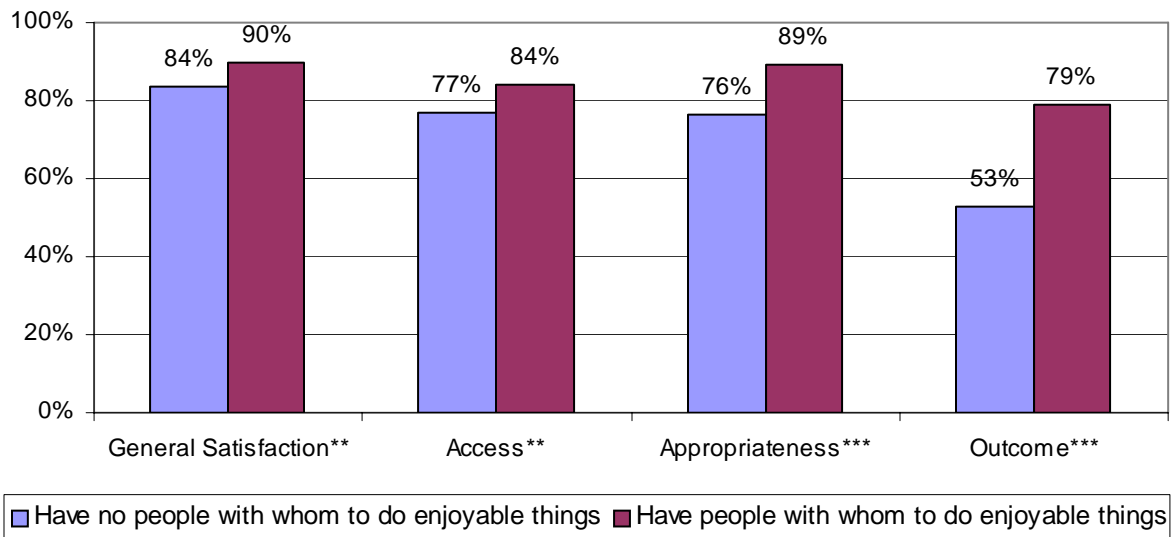


Figure 15: MH/SUD Consumer Satisfaction by Social Support

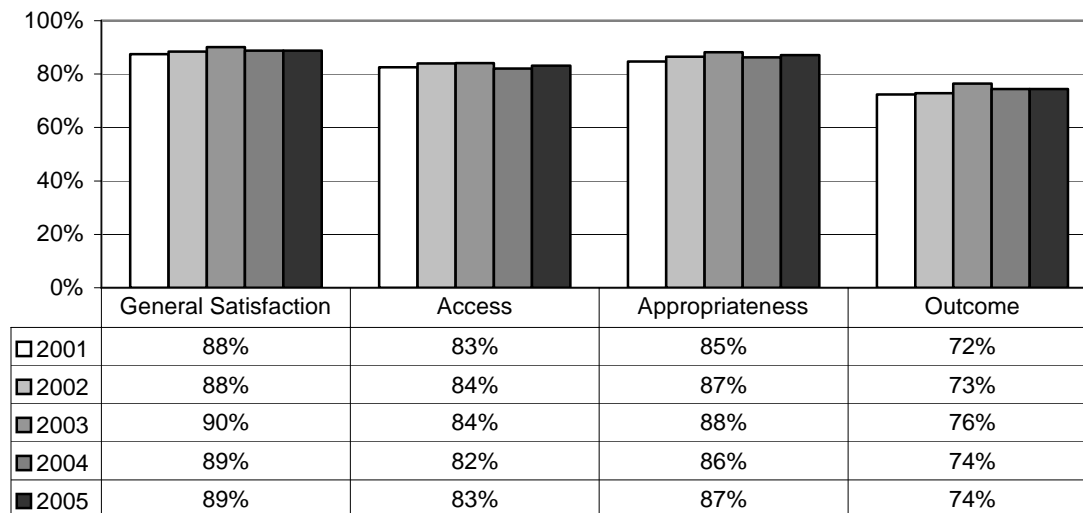


Consumer comment: “All of the departments within this organization need to work closer together to get the max treatment for person treated.”

Trends Over Time

- The overall trend continues to be stable across all domains.

Figure 16: MH/SUD Consumer Satisfaction Trends, 2001-2005



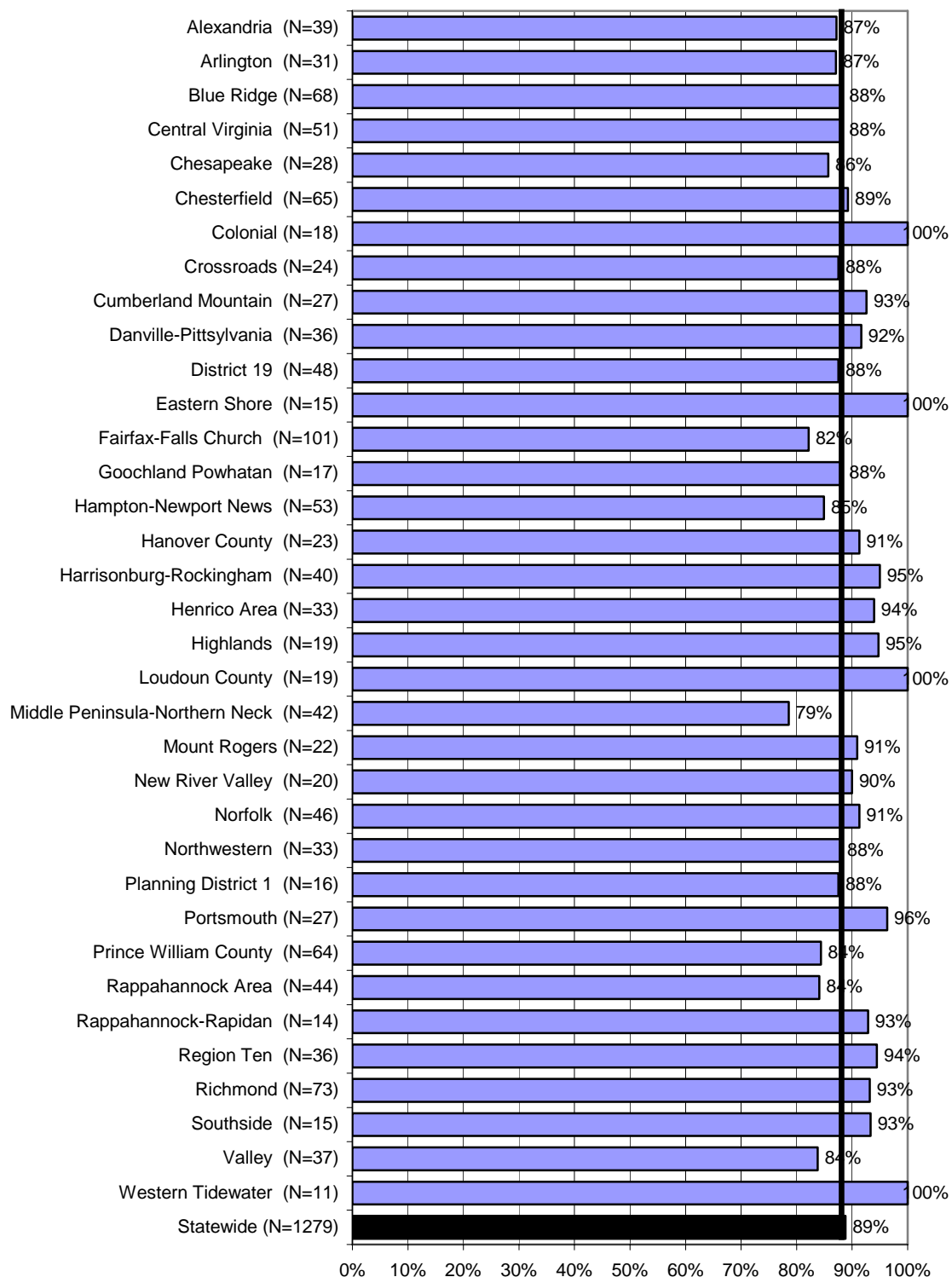
CSB Level Consumer Perception

- Individual CSB ratings for the four indicator domains are presented in Figures 17-20.
- Only those CSBs with more than ten surveys for which the domain subscale could be calculated are presented in the graphs.
- Statewide average satisfaction percents are included for reference.

Consumer comments:

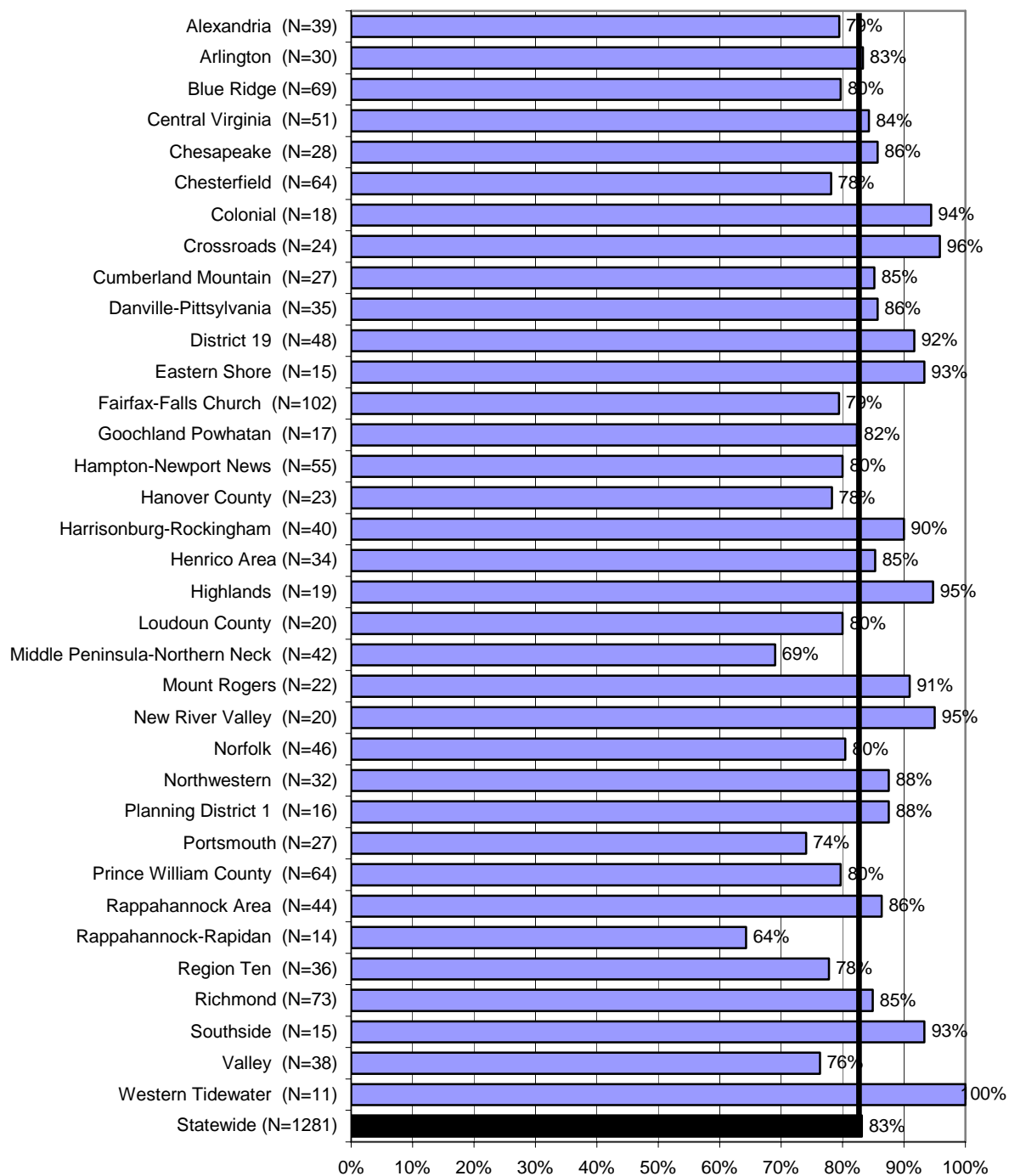
- **“A lot of us are in the dark about what services you offer.”**
- **“It has been the most helpful thing I have ever done for myself.”**

Figure 17: MH/SUD Consumer Satisfaction- General Satisfaction Domain by CSB



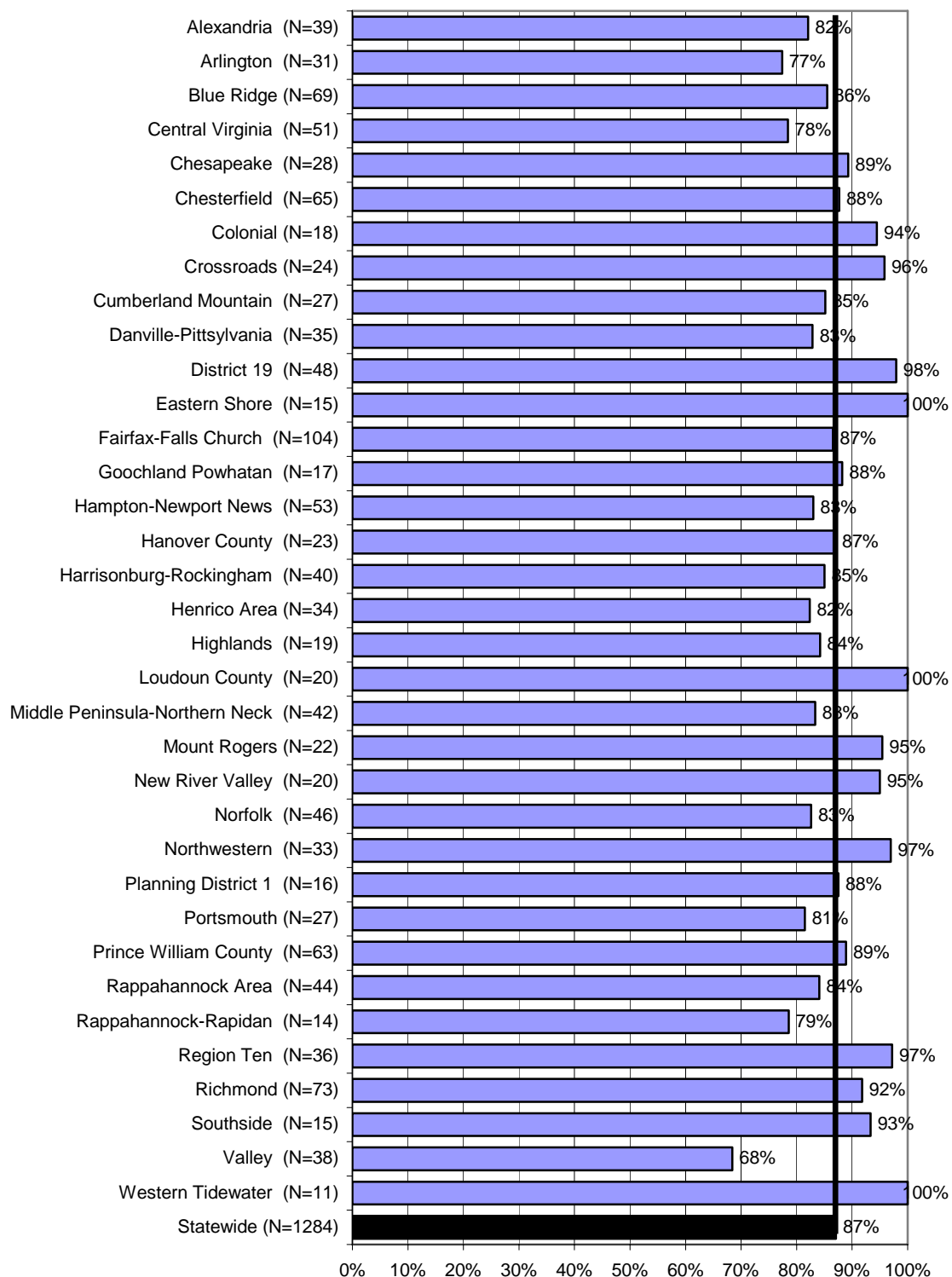
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 18: MH/SUD Consumer Satisfaction - Access Domain by CSB



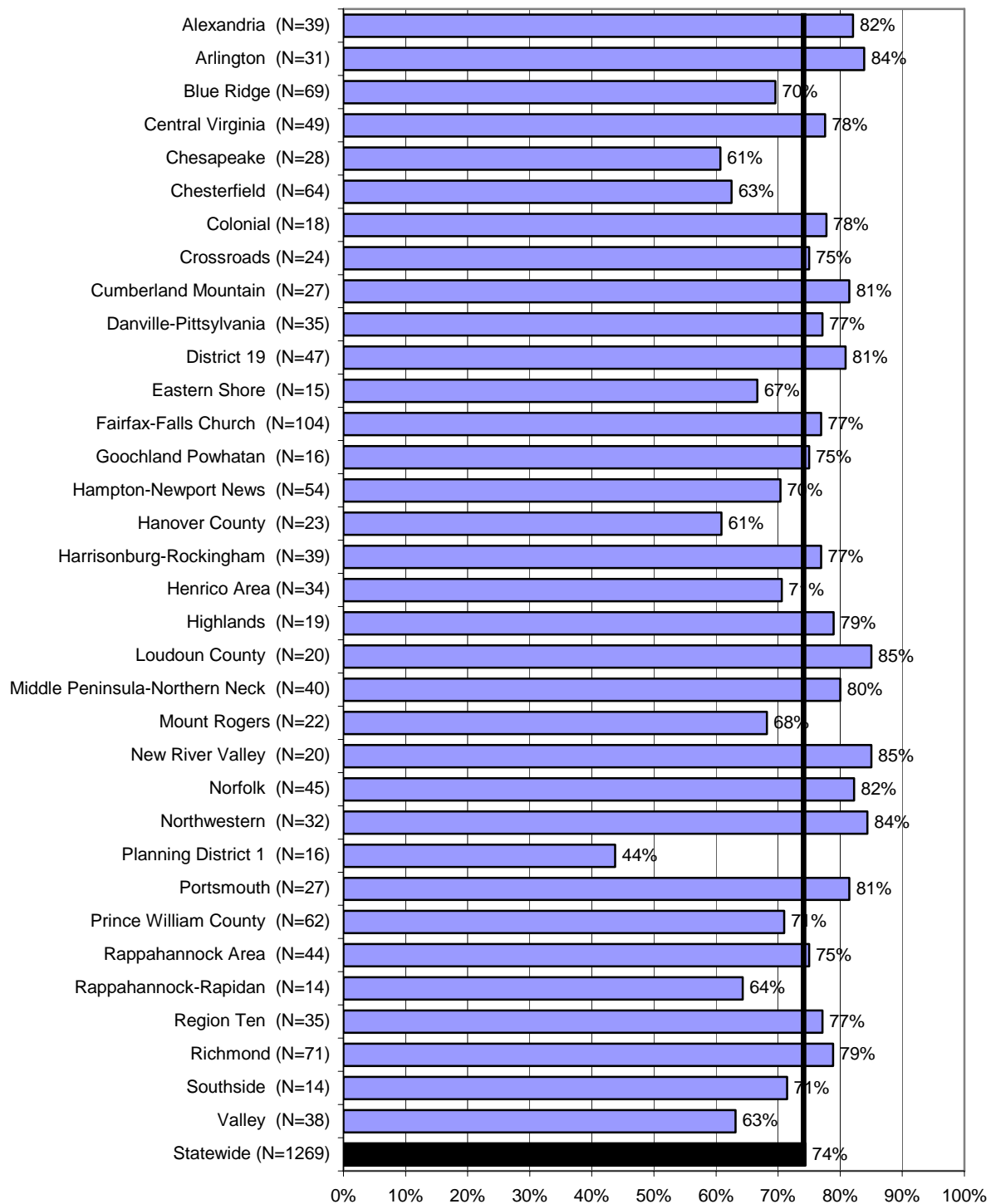
Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 19: MH/SUD Consumer Satisfaction - Appropriateness Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Figure 20: MH/SUD Consumer Satisfaction - Outcome Domain by CSB



Note: CSBs with fewer than 11 surveys for which the domain subscale score could be calculated are not included in the chart above.

Discussion

A majority of the MH/SUD consumers express satisfaction on all domains, and the percent satisfied remains stable over time. Age, gender, and length of time in treatment do not appear to affect the level of satisfaction with services, although it should be noted that the percent of consumers surveyed who receive both MH and SUD services is increasingly female, moving from 46.8% in 2002 to 53.3% in 2005. Most consumers receiving MH/SUD services are between the ages of 21 and 64, and more than half been in treatment for over a year. White consumers outnumber African-American consumers by more than two to one, and both races are more likely to express satisfaction on the General Satisfaction domain than the "Other" category. Hispanic consumers are less likely to express satisfaction on the Access and General Satisfaction domains.

Those referred by family, a physician or hospital, or themselves are more likely to express satisfaction on the General Satisfaction and Access domains than those referred by the courts, police, DSS or EAP. Psychiatric hospitalization, involvement with the criminal justice system, homeless, and frequency of moves do not show a statistically significant effect upon the perception of services on any domain. Consumers who had paid employment in the past 12 months are more likely to report positive perceptions on the Outcome domain. Social connectedness appears to have a strong correlation with satisfaction. Respondents who feel that they have support in times of crisis are significantly more likely to report positive perceptions on all domains, as are those who have people with whom to do enjoyable things. The lowest levels of satisfaction are reported by the group of consumers who do not have such social supports (53-54%).

This is a self-identified population and some research does point to the unavailability of appropriate treatment for this population. It would be interesting if we could link these consumers to what type of services they received. Virginia is working toward a determination of how well it meets the treatment needs of consumers with co-occurring substance use and mental health disorders.

Consumer comments:

- **"I think the program should work a little harder to work with people's job schedules more than they do now!"**
- **"The intake process seems to be terribly difficult when a person is in crisis."**
- **"The services I've received are pretty good for me, but I need to be given the chance to be independent, please."**

APPENDIX A

STATEWIDE CONSUMER SURVEY DATA

Table A-1: Survey Response Rates by CSB

Provider	Number of Scheduled Appointments	Number of Surveys with at Least One Scale Completed	Response Rate
Alexandria CSB	405	212	52.3%
Alleghany Highlands CSB	97	77	79.4%
Arlington CSB	379	175	46.2%
Blue Ridge Behavioral Healthcare	329	281	85.4%
Central Virginia Community Services	506	273	54.0%
Chesapeake CSB	274	184	67.2%
Chesterfield CSB	366	249	68.0%
Colonial MH & MR Services	129	108	83.7%
Crossroads Services Board	192	153	79.7%
Cumberland Mountain Community Services	297	265	89.2%
Danville-Pittsylvania Community Services	221	145	65.6%
Dickenson County Community Services	54	29	53.7%
District 19 CSB	254	179	70.5%
Eastern Shore CSB	99	94	94.9%
Fairfax-Falls Church CSB	959	791	82.5%
Goochland Powhatan CSB	81	56	69.1%
Hampton-Newport News CSB	1,213	361	29.8%
Hanover County CSB	98	95	96.9%
Harrisonburg-Rockingham CSB	215	197	91.6%
Henrico Area MH & MR Services Board	525	237	45.1%
Highlands Community Services	184	179	97.3%
Loudoun County CSB	154	132	85.7%
Middle Peninsula-Northern Neck CSB	370	301	81.4%
Mt Rogers Comm MH & MR Services Bd	365	187	51.2%
New River Valley Community Services	247	166	67.2%
Norfolk CSB	577	228	39.5%
Northwestern Community Services	193	131	67.9%
Piedmont Community Services	379	69	18.2%
Planning District 1 CSB	232	195	84.1%
Portsmouth Dept of Behav Healthcare Svcs	482	149	30.9%
Prince William County CSB	446	317	71.1%
Rappahannock Area CSB	376	318	84.6%
Rappahannock-Rapidan CSB	243	178	73.3%
Region Ten CSB	456	319	70.0%
Richmond Behavioral Health Authority	505	411	81.4%
Rockbridge Area CSB	109	65	59.6%
Southside CSB	240	142	59.2%
Valley CSB	234	200	85.5%
Virginia Beach CSB	147	19	12.9%
Western Tidewater CSB	176	144	81.8%
Statewide	12,808	8,011	62.5%

Table A-2: Survey Response Rates by Service Area per CSB

Total	Provider	MH Total	SUD Total	MH/SUD Total	MH Percent	SUD Percent	MH/SUD Percent
207	Alexandria CSB	119	49	39	57.5%	23.7%	18.8%
73	Alleghany Highlands CSB	52	17	4	71.2%	23.3%	5.5%
156	Arlington CSB	80	45	31	51.3%	28.8%	19.9%
265	Blue Ridge Behavioral Healthcare	107	88	70	40.4%	33.2%	26.4%
264	Central Virginia Community Services	188	24	52	71.2%	9.1%	19.7%
171	Chesapeake CSB	86	57	28	50.3%	33.3%	16.4%
211	Chesterfield CSB	136	10	65	64.5%	4.7%	30.8%
101	Colonial MH & MR Services	51	32	18	50.5%	31.7%	17.8%
144	Crossroads Services Board	96	23	25	66.7%	16.0%	17.4%
245	Cumberland Mountain Community Services	80	138	27	32.7%	56.3%	11.0%
137	Danville-Pittsylvania Community Services	81	20	36	59.1%	14.6%	26.3%
29	Dickenson County Community Services	22	5	2	75.9%	17.2%	6.9%
175	District 19 CSB	97	29	49	55.4%	16.6%	28.0%
92	Eastern Shore CSB	59	18	15	64.1%	19.6%	16.3%
724	Fairfax-Falls Church CSB	338	282	104	46.7%	39.0%	14.4%
48	Goochland Powhatan CSB	29	2	17	60.4%	4.2%	35.4%
299	Hampton-Newport News CSB	222	22	55	74.2%	7.4%	18.4%
93	Hanover County CSB	63	7	23	67.7%	7.5%	24.7%
182	Harrisonburg-Rockingham CSB	119	23	40	65.4%	12.6%	22.0%
226	Henrico Area MH & MR Services Board	144	48	34	63.7%	21.2%	15.0%
161	Highlands Community Services	119	23	19	73.9%	14.3%	11.8%
125	Loudoun County CSB	87	18	20	69.6%	14.4%	16.0%
270	Middle Peninsula-Northern Neck CSB	99	129	42	36.7%	47.8%	15.6%
169	Mt Rogers Comm MH & MR Services Bd	128	19	22	75.7%	11.2%	13.0%
141	New River Valley Community Services	94	27	20	66.7%	19.1%	14.2%
204	Norfolk CSB	55	103	46	27.0%	50.5%	22.5%
115	Northwestern Community Services	72	10	33	62.6%	8.7%	28.7%
68	Piedmont Community Services	53	7	8	77.9%	10.3%	11.8%
183	Planning District 1 CSB	135	32	16	73.8%	17.5%	8.7%
138	Portsmouth Dept of Behav Healthcare Svcs	37	74	27	26.8%	53.6%	19.6%
296	Prince William County CSB	142	90	64	48.0%	30.4%	21.6%
293	Rappahannock Area CSB	158	91	44	53.9%	31.1%	15.0%
144	Rappahannock-Rapidan CSB	115	14	15	79.9%	9.7%	10.4%
287	Region Ten CSB	137	114	36	47.7%	39.7%	12.5%
370	Richmond Behavioral Health Authority	122	175	73	33.0%	47.3%	19.7%
58	Rockbridge Area CSB	30	19	9	51.7%	32.8%	15.5%
120	Southside CSB	95	10	15	79.2%	8.3%	12.5%
175	Valley CSB	106	31	38	60.6%	17.7%	21.7%
17	Virginia Beach CSB	16	0	1	94.1%	0.0%	5.9%
131	Western Tidewater CSB	71	49	11	54.2%	37.4%	8.4%
7,307	Statewide	4,040	1,974	1,293	55.3%	27.0%	17.7%

Table A-3: 2005 Consumer Survey



CONSUMER SURVEY 2005

In order to improve services, we need to know what you think about the services you receive at this clinic and the people who provide them.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. Choose ONE response. If the question is about something you have not experienced, fill in the "Does not Apply" circle (# 9 - last column), to indicate that this item does not apply to you.

Shade Circles Like This--> ●
Not Like This--> ○

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Does Not Apply
	1	2	3	4	5	9
1. I like the services that I receive.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services is convenient (parking, public transportation, distance, etc.).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff are willing to see me as often as I feel it is necessary.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff return my calls within 24 hours.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services are available at times that are good for me.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I am able to get all services I think I need.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change, and recover.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I feel comfortable asking questions about my treatment and medication.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I feel free to complain.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff tell me what medication side effects to watch for.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respect my wishes about who is, and is not, to be given information about my treatment.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I, not staff, decide my treatment goals.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff are sensitive to my cultural background (race, religion).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Staff help me obtain the information I need so that I can take charge of managing my illness.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a direct result of the services I receive:						
17. I deal more effectively with daily problems.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am better able to control my life.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am better able to deal with crisis.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am getting along better with my family.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I do better in social settings.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I do better at work and/or school.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. My symptoms are not bothering me as much.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I am satisfied with my living arrangements.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please turn page over to complete survey.

For official use only:

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CSB Code 0 1 2 3 4 5 6 7 8 9

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Additional Items



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Please choose ONE response for each of the following questions:

- What is your age?
 - ☐ 18-20 ☐ 65-74
 - ☐ 21-64 ☐ 75+
- What is your gender?
 - ☐ Female ☐ Male
- What is your race?
 - ☐ American Indian or Alaska Native
 - ☐ Asian
 - ☐ Black or African-American
 - ☐ Native Hawaiian or Other Pacific Islander
 - ☐ White
 - ☐ Other
- Are either of your parents hispanic or latino?
 - ☐ Yes
 - ☐ No
- What is the primary reason you are receiving services from this organization?
 - ☐ Emotional/Mental health
 - ☐ Alcohol or drugs
 - ☐ Both emotional/mental health and alcohol/drugs
- Who referred you (suggested that you come) to our organization?
 - ☐ Physician or hospital
 - ☐ Family or friends
 - ☐ Employer/Employee Assistance Program
 - ☐ Court or law enforcement
 - ☐ Department of Social Services
 - ☐ Self referred - came on my own
 - ☐ Other
- How long have you received services from this organization?
 - ☐ Less than one month
 - ☐ 1-2 months
 - ☐ 3-5 months
 - ☐ 6-11 months
 - ☐ 12 months to 2 years
 - ☐ More than 2 years to 5 years
 - ☐ More than 5 years

Please answer the following questions.

- In a crisis, I would have the support I need from family or friends? ☐ Yes ☐ No
- I have people with whom I can do enjoyable things? ☐ Yes ☐ No
- Were you working at a paid job in the last 12 months? ☐ Yes ☐ No
- Were you in a psychiatric hospital in the last 12 months? ☐ Yes ☐ No
- Were you arrested during the past 12 months? ☐ Yes ☐ No
- Were you arrested during the 12 months prior to that? ☐ Yes ☐ No
- How many times have you moved in the last 6 months?
- How many days have you been homeless in the last 6 months?

Please provide any other comments you have about this organization and the services you have received:

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Table A-4: Consumer Demographics

<i>Age Group</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
18-22	539	8.2	579	8.9	0	0	0	0
23-59	5555	84.9	5472	84.5	0	0	0	0
60-64	229	3.5	241	3.7	0	0	0	0
65-74	173	2.6	134	2.1	174	2.6	193	2.6
75+	45	0.7	50	0.8	42	0.6	38	0.5
18-20	0	0	0	0	303	4.5	339	4.6
21-64	0	0	0	0	6266	92.4	6793	92.3
Unknown	0	0	1	0	0	0	0	0
TOTAL	6541	100	6477	100	6785	100	7363	100

<i>Gender</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Female	3131	48	3135	48.1	3054	48.1	3732	51.3
Male	3393	52	3375	51.8	3301	51.9	3548	48.7
Unknown	0	0	1	0	0	0	0	0
TOTAL	6524	100	6511	100	6355	100	7280	100

<i>Race</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Alaskan Native	15	0.2	0	0	0	0	0	0
Asian or Pacific Islander	87	1.3	0	0	0	0	0	0
White, Non-Hispanic	3995	61.5	0	0	0	0	0	0
Black/African American, Non-Hispanic	1634	25.1	0	0	0	0	0	0
American Indian	88	1.4	0	0	0	0	0	0
Hispanic	533	8.2	0	0	0	0	0	0
Other	146	2.2	136	2.2	504	7.4	578	7.8
American Indian/Alaska Native	0	0	123	2	121	1.8	155	2.1
Asian	0	0	84	1.4	71	1	91	1.2
Black	0	0	1760	28.8	1850	27.2	1886	25.4
Native Hawaiian/Pacific Islander	0	0	16	0.3	13	0.2	22	0.3
White	0	0	4002	65.4	4246	62.4	4690	63.2
TOTAL	6498	100	6121	100	6805	100	7422	100

<i>Reason for Receiving Services</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
MH	3474	54.2	3352	53.3	3362	49.9	4040	55.3
SA	1941	30.3	1927	30.7	2103	31.2	1974	27.0
MH+SA	991	15.5	1005	16	1275	18.9	1293	17.7
Unknown	0	0	2	0	0	0	0	0
TOTAL	6406	100	6286	100	6740	100	7307	100

Table A-4 continued

<i>Referral Source</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	1709	28.6	1621	27.8	1527	23.9	1604	25.7
Family or Friends	754	12.6	785	13.5	791	12.4	843	13.5
Employer/Employee Assistance Program	96	1.6	94	1.6	80	1.3	101	1.6
Court or Law Enforcement	1870	31.3	1710	29.3	1606	25.1	1436	23.0
Department of Social Services	311	5.2	320	5.5	326	5.1	356	5.7
Self-Referred	1214	20.3	1294	22.2	1243	19.4	1302	20.9
Other	14	0.2	5	0.1	820	12.8	594	9.5
TOTAL	5968	100	5829	100	5594	100	6236	100

<i>Length of Time Receiving Services</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Less Than One Month	529	8.1	498	7.7	529	8.3	492	7.8
1-2 Months	874	13.3	860	13.3	832	13.1	789	12.4
3-5 Months	1055	16.1	1090	16.9	1024	16.2	955	15.1
6-11 Months	824	12.6	849	13.1	773	12.2	806	12.7
12 Months to 2 Years	939	14.3	957	14.8	1011	16	1004	15.8
More Than 2 Years to 5 Years	977	14.9	929	14.4	966	15.2	974	15.4
More Than 5 Years	1352	20.6	1276	19.7	1201	19	1320	20.8
Unknown	0	0	4	0.1	0	0	0	0
TOTAL	6550	100	6463	100	6336	100	6340	100

<i>Hispanic Origin</i>	2003		2004		2005	
	Count	%	Count	%	Count	%
Hispanic	443	25.9	511	7.7	512	7.0
Non-Hispanic	1266	74.1	6102	92.3	6812	93.0
TOTAL	1709	100	6613	100	7324	100

<i>Homeless in Past Six Months</i>	2004		2005	
	Count	%	Count	%
No	6884	93.5	6337	92.9
Yes	479	6.5	487	7.1
TOTAL	7363	100	6824	100

<i>Arrested in this Period</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	6305	85.6	5807	78.6
Yes	1058	14.4	1577	21.4
TOTAL	7363	100	7384	100

Table A-4 continued

<i>Arrested in Previous Period</i>	2005 (12 Months)	
	Count	%
No	6103	84.4
Yes	1131	15.6
TOTAL	7234	100

<i>Psychiatric Hospitalization</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	6584	89.4	6107	82.9
Yes	779	10.6	1263	17.1
TOTAL	7363	100	7360	100

<i>Paid Employment</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	4393	59.7	3819	51.9
Yes	2970	40.3	3543	48.1
TOTAL	7363	100	7362	100

<i>Support in Times of Crisis</i>	2005	
	Count	%
No	1172	16.0
Yes	6160	84.0
TOTAL	7332	100

<i>Have People with Whom to Do Enjoyable Things</i>	2005	
	Count	%
No	1069	14.6
Yes	6271	85.4
TOTAL	7340	100

<i>Moved in Past Six Months</i>	2005	
	Count	%
No	4957	70.2
Yes	2102	29.8
TOTAL	7059	100

Table A-5: Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2005	1.63	0.82	7,906	87.7	2.9
2004	1.62	0.8	7,262	88.7	2.8
2003	1.63	0.81	6,937	88.2	2.7
2002	1.64	0.81	7,049	88.3	3.1
If I had other choices, I would still get services from this agency.					
2005	1.83	0.99	7,855	80.9	7.3
2004	1.81	0.95	7,185	83	6.6
2003	1.83	0.96	6,882	81.2	6.2
2002	1.84	0.95	6,958	81.8	6.4
I would recommend this agency to a friend or family member.					
2005	1.67	0.87	7,785	86.8	4.1
2004	1.67	0.86	7,158	87.4	4.3
2003	1.66	0.85	6,856	88.1	3.7
2002	1.68	0.85	6,919	87.7	4.1
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2005	1.81	0.98	7,801	82.6	7.6
2004	1.8	0.98	7,187	83.1	7.2
2003	1.81	0.97	6,901	83.5	7.6
2002	1.53	0.73	192*	90.6	1.6
Staff are willing to see me as often as I feel it is necessary.					
2005	1.69	0.86	7,785	86.6	4.3
2004	1.71	0.87	7,108	86.1	4.3
2003	1.7	0.86	6,831	86.9	4.2
2002	1.73	0.86	6,895	86.5	4.6
Staff returns my calls within 24 hours.					
2005	1.84	0.97	7,371	80.8	6.9
2004	1.86	0.96	6,716	79.7	6.5
2003	1.85	0.95	6,410	80.4	6.6
2002	1.86	0.95	6,460	80.6	6.8
Services are available at times that are good for me.					
2005	1.77	0.93	7,866	84.6	6.4
2004	1.76	0.92	7,177	85.2	6
2003	1.76	0.91	6,896	85.4	5.8
2002	1.78	0.91	6,971	85	5.8

* Data available only from Spanish survey

Table A-5 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2005	1.65	0.82	7,709	87.1	2.8
2004	1.65	0.82	7,090	87	2.9
2003	1.66	0.82	6,777	87.2	3
2002	1.68	0.81	6,872	87	3.1
I feel free to complain.					
2005	1.83	0.96	7,675	81.9	6.5
2004	1.83	0.95	7,020	81.9	6.4
2003	1.81	0.9	6,748	83.5	5.4
2002	1.84	0.94	6,825	82.6	6.3
Staff tell me what medication side effects to watch for.					
2005	1.92	1.01	6,907	77.3	8.1
2004	1.91	1	6,199	77.9	7.7
2003	1.87	0.95	5,952	79.9	6.7
2002	1.92	0.96	5,965	78.4	7.3
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2005	1.62	0.83	7,659	88.9	3.4
2004	1.64	0.84	7,035	87.8	3.6
2003	1.62	0.81	6,709	88.8	3
2002	1.64	0.81	6,776	88.8	3
Staff are sensitive to my cultural background (race, religion).					
2005	1.83	0.93	7,275	80.3	5.0
2004	1.82	0.9	6,648	80.7	4.3
2003	1.8	0.88	6,357	82.1	3.9
2002	1.84	0.89	6,385	81.1	4.4
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2005	1.74	0.87	7,519	85.2	4.2
2004	1.75	0.86	6,856	85.2	3.9
2003	1.74	0.85	6,608	85.9	3.9
2002	1.77	0.85	6,688	85.4	4
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2005	1.91	0.93	7,693	78.9	6.3
2004	1.9	0.92	7,047	79.6	6
2003	1.9	0.92	6,749	79.9	5.8
2002	1.91	0.91	6,860	79.9	5.8

Table A-5 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I am better able to control my life.					
2005	1.94	0.94	7,697	77.3	6.6
2004	1.94	0.94	7,047	77.4	6.3
2003	1.94	0.95	6,725	78.1	6.6
2002	1.94	0.92	6,893	78.5	6.2
As a direct result of the services I receive, I am better able to deal with crisis.					
2005	2.03	0.99	7,651	73.8	8.4
2004	2.01	0.98	7,007	74.5	7.5
2003	2	0.98	6,701	75.5	7.8
2002	2.01	0.97	6,816	75	7.8
As a direct result of the services I receive, I am getting along better with my family.					
2005	2.02	1.03	7,530	73.1	8.8
2004	2.01	1.02	6,877	73.3	8.6
2003	2.01	1.02	6,578	74.1	8.5
2002	2	1.01	6,658	74.3	8
As a direct result of the services I receive, I do better in social settings.					
2005	2.16	1.06	7,537	67.9	11.1
2004	2.16	1.05	6,908	67.8	10.7
2003	2.15	1.06	6,612	68.3	10.6
2002	2.14	1.04	6,728	69.4	10.4
As a direct result of the services I receive, I do better at work and/or school.					
2005	2.14	1.05	6,222	66.9	9.9
2004	2.1	1.03	5,761	68.5	9
2003	2.08	1.04	5,457	69.9	9
2002	2.1	1.03	5,519	69.5	9.3
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2005	2.23	1.12	7,471	66.9	13.8
2004	2.2	1.1	6,914	67.3	12.9
2003	2.19	1.12	6,588	69.1	13.3
2002	2.19	1.09	6,701	69.2	12.6

Table A-5 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Other					
I am able to get all services I think I need.					
2005	1.79	0.93	7,794	83.9	6.1
2004	1.81	0.92	7,152	83.6	6.1
2003	1.8	0.91	6,884	84	5.7
2002	1.83	0.92	6,943	83.5	6.1
I feel comfortable asking questions about my treatment and medication.					
2005	1.64	0.82	7,695	88.9	3.6
2004	1.66	0.83	6,991	88.4	3.7
2003	1.65	0.81	6,737	88.8	3.5
2002	1.67	0.81	6,826	88.4	3.5
I, not staff, decide my treatment goals.					
2005	2.06	1.05	7,495	72.2	9.8
2004	2.06	1.04	6,874	72.1	9.5
2003	2.03	1.02	6,580	73.9	9.3
2002	2.07	1.04	6,627	72.7	10.2
I am satisfied with my living arrangements.					
2005	2.20	1.23	7,580	68.2	15.9

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table A-6: Satisfaction by Consumer Characteristics per Domain

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>All Consumers</i>								
2005	86.3%	7946	82.2%	7959	85.4%	7858	73.3%	7739
2004	87.0%	7286	82.7%	7297	85.7%	7214	73.4%	7093
2003	86.9%	6973	82.6%	6994	86.7%	6925	74.0%	6785
2002	86.6%	7067	84.3%	6953	85.6%	7007	74.2%	6897

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Gender</i>								
Female								
2005	89.4%	3688	85.2%	3701	86.9%	3667	71.8%	3616
2004	90.4%	3034	84.7%	3039	87.6%	3010	70.5%	2960
2003	90.2%	3101	85.5%	3110	87.9%	3082	70.7%	3021
2002	89.9%	3087	87.5%	3043	86.8%	3065	73.1%	3022
Male								
2005	82.9%	3505	79.1%	3513	84.3%	3488	75.2%	3442
2004	84.7%	3270	81.3%	3276	84.9%	3245	76.9%	3210
2003	84.0%	3324	80.2%	3340	86.0%	3314	77.4%	3264
2002	83.9%	3345	81.8%	3290	85.1%	3328	75.6%	3291

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Race</i>								
White								
2005	87.0%	4654	83.1%	4659	86.3%	4621	71.6%	4563
2004	87.5%	4223	83.2%	4228	86.7%	4188	71.7%	4137
2003	87.8%	3966	83.6%	3976	87.6%	3938	71.6%	3879
2002	86.3%	3953	85.3%	3888	85.8%	3932	71.5%	3885
African-American								
2005	86.8%	1853	82.9%	1864	86.0%	1846	77.9%	1818
2004	87.9%	1831	83.1%	1831	85.0%	1819	75.5%	1788
2003	86.7%	1734	82.4%	1737	86.2%	1726	78.5%	1690
2002	87.8%	1612	85.3%	1589	85.9%	1603	76.5%	1580
Other								
2005	81.8%	831	77.7	835	81.7%	831	73.7%	820
2004	86.1%	693	81.4%	698	85.3%	689	80.1%	682
2003	77.2%	351	74.1%	355	79.8%	351	70.3%	340
2002	86.8%	842	79.8%	835	84.9%	836	82.5%	828

Table A-6 continued

<i>Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
0-11 Months								
2005	82.5%	3014	78.5	3014	84.5	2983	71.1	2926
2004	85.0%	3130	80.3%	3132	85.8%	3091	73.2%	3039
2003	83.8%	3250	80.0%	3265	86.0%	3220	74.4%	3144
2002	83.5%	3228	81.3%	3151	85.4%	3202	74.1%	3145
12+ Months								
2005	89.5%	3255	85.5%	3272	86.3%	3259	74.9%	3240
2004	90.1%	3151	85.5%	3163	86.2%	3148	73.5%	3122
2003	90.5%	3132	85.7%	3138	88.2%	3131	74.0%	3092
2002	90.0%	3236	87.8%	3213	86.4%	3224	74.7%	3205

<i>Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Self, Family, Hospital, or Doctor								
2005	90.6%	3657	85.9%	3663	87.4%	3652	72.2%	3615
2004	91.1%	3538	86.0%	3542	87.4%	3523	72.4%	3470
2003	91.6%	3665	86.2%	3668	88.4%	3648	72.9%	3595
2002	90.4%	3639	87.6%	3604	86.6%	3627	71.7%	3585
Court, Police, DSS, or EAP								
2005	79.6%	2374	76.3%	2379	82.8%	2357	74.6%	2324
2004	81.4%	1994	78.0%	1992	84.0%	1973	76.4%	1955
2003	79.7%	2087	77.5%	2102	85.5%	2069	78.7%	2037
2002	81.4%	2245	79.9%	2183	85.4%	2218	79.8%	2189

<i>Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
18-22								
2003	73.6%	564	73.3%	572	82.7%	561	69.9%	544
2002	73.5%	529	75.5%	515	80.9%	524	66.1%	514
23-59								
2003	88.1%	5406	83.4%	5420	87.2%	5385	74.2%	5301
2002	87.7%	5489	84.9%	5406	86.0%	5462	74.4%	5397
60+								
2003	93.1%	421	88.0%	424	89.7%	417	81.6%	408
2002	91.7%	435	90.9%	430	89.6%	431	83.2%	423

Table A-6 continued

<i>Age Group (2004//2005)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
18-20								
2005	73.7%	335	73.0%	337	81.4%	333	68.7%	323
2004	75.1%	301	73.2%	302	83.6%	298	68.1%	288
21-64								
2005	86.7%	6714	82.6%	6731	85.6%	6681	73.2%	6598
2004	88.0%	6214	83.0%	6224	86.0%	6164	73.4%	6096
65+								
2005	92.5%	227	87.2%	226	89.3%	224	82.3%	220
2004	91.8%	208	90.6%	212	90.0%	211	85.7%	203

<i>Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
Hispanic								
2005	84.4%	499	80.5%	498	85.6%	493	84.4%	486
2004	88.8%	499	84.5%	503	86.9%	497	85.0%	493
2003	91.7%	432	86.0%	435	93.3%	435	90.9%	430
Non-Hispanic								
2005	86.5%	6742	82.6%	6761	85.7%	6704	72.5%	6617
2004	87.4%	6061	82.8%	6068	86.1%	6013	72.5%	5929
2003	86.8%	1253	79.1%	1257	87.8%	1254	73.8%	1226

<i>Homeless In Past Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005	86.7%	6269	83.2%	6291	86.4%	6242	73.7%	6165
2004	87.1%	6811	83.0%	6821	86.00%	6740	73.80%	6629
Yes								
2005	80.5%	482	74.1%	482	81.1%	481	67.0%	473
2004	86.1%	475	78.8%	476	81.9%	474	67.0%	464

<i>Arrested in this Period</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005 (12 Months)	88.2%	5742	84.4%	5762	85.9%	5718	72.8%	5658
2004 (Six Months)	88.0%	6235	83.7%	6248	85.9%	6178	73.2%	6065
Yes								
2005 (12 Months)	80.2%	1558	75.0%	1559	84.7%	1546	75.0%	1514
2004 (Six Months)	81.0%	1051	76.8%	1049	84.6%	1036	74.6%	1028

Table A-6 continued

<i>Arrested in Same Period Previous Year</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005 (12 Months)	87.4%	6038	83.5%	6051	86.3%	6001	73.2%	5929
Yes								
2005 (12 Months)	81.6%	1117	76.5%	1120	83.3%	1112	74.4%	1099

<i>Psychiatric Hospitalization</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005 (12 Months)	86.3%	6036	82.5%	6051	85.9%	5998	74.3%	5926
2004 (Six Months)	87.1%	6515	82.8%	6528	86.0%	6446	74.6%	6335
Yes								
2005 (12 Months)	86.8%	1248	81.4%	1254	84.6%	1250	68.4%	1233
2004 (Six Months)	86.0%	771	81.8%	769	83.5%	768	63.3%	758

<i>Paid Employment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005 (12 Months)	88.6%	3772	85.0%	3782	85.4%	3762	69.6%	3715
2004 (Six Months)	88.0%	4341	84.6%	4347	85.3%	4292	69.1%	4204
Yes								
2005 (12 Months)	83.9%	3507	79.4%	3517	85.8%	3482	77.2%	3437
2004 (Six Months)	85.5%	2945	79.9%	2950	86.2%	2922	79.5%	2889

<i>Support in Times of Crisis</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005	82.0%	1162	77.7%	1166	77.3%	1154	53.2%	1142
Yes								
2005	87.2%	6084	83.2%	6101	87.4%	6054	77.3%	5974

<i>Have People with whom to do Enjoyable Things</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005	80.8%	1058	77.3%	1058	74.8%	1052	49.7%	1039
Yes								
2005	87.3%	6200	83.2%	6221	87.5%	6167	77.5%	6094

Table A-6 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Moved in Past Six Months</i>								
No								
2005	84.6%	2077	79.9%	2078	85.2%	2063	72.7%	2034
Yes								
2005	87.1%	4902	83.7%	4923	86.2%	4885	73.7%	4827

Table A-7: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		MH		SUD		MH/SUD	
	N	%	N	%	N	%	N	%
From 2004 to 2005:								
Of those persons arrested 12-24 months prior to the survey, the number who reported that they had been arrested in the past 12 months.	1122	46.1%	213	38.5%	560	48.4%	316	46.8%

APPENDIX B

MENTAL HEALTH CONSUMER DATA

Table B-1: MH Consumer Demographics

<i>Age Group</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
18-22	176	5.2	177	5.4	0	0	0	0
23-59	2857	84.3	2785	84.7	0	0	0	0
60-64	176	5.2	184	5.6	0	0	0	0
65-74	144	4.2	104	3.2	141	4.3	156	3.9
75+	36	1.1	39	1.2	31	0.9	33	0.8
18-20	0	0	0	0	113	3.4	127	3.2
21-64	0	0	0	0	3002	91.3	3639	92.0
TOTAL	3389	100	3289	100	3287	100	3955	100

<i>Gender</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Female	2142	63.1	2069	62.2	1900	61.6	2416	61.8
Male	1253	36.9	1259	37.8	1186	38.4	1496	38.2
Unknown	0	0	1	0	0	0	0	0
TOTAL	3395	100	3329	100	3086	100	3912	100

<i>Race</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Alaskan Native	7	0.2	0	0	0	0	0	0
Asian or Pacific Islander	42	1.2	0	0	0	0	0	0
White, Non-Hispanic	2332	69.1	0	0	0	0	0	0
Black/African American, Non-Hispanic	761	22.5	0	0	0	0	0	0
American Indian	41	1.2	0	0	0	0	0	0
Hispanic	130	3.8	0	0	0	0	0	0
Other	64	1.9	46	1.4	157	4.7	255	6.4
American Indian/Alaska Native	0	0	62	1.9	61	1.8	77	1.9
Asian	0	0	56	1.7	40	1.2	56	1.4
Black	0	0	775	24.1	771	23.2	908	22.7
Native Hawaiian/Pacific Islander	0	0	5	0.2	4	0.1	10	0.2
White	0	0	2278	70.7	2296	69	2696	67.4
TOTAL	3377	100	3222	100	3329	100	3747	100

Table B-1 continued

<i>Referral Source</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	1363	44.4	1318	44.7	1200	38.2	1289	38.2
Family or Friends	514	16.7	502	17	498	15.8	560	16.6
Employer/Employee Assistance Program	39	1.3	42	1.4	39	1.2	48	1.4
Court or Law Enforcement	215	7	161	5.5	139	4.4	155	4.6
Department of Social Services	192	6.3	189	6.4	197	6.3	227	6.7
Self-Referred	744	24.2	734	24.9	661	21.0	758	22.4
Other	4	0.1	3	0.1	408	13.0	340	10.1
TOTAL	3071	100	2949	100	3142	100	3377	100

<i>Length of Time Receiving Services</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Less Than One Month	162	4.7	147	4.4	141	4.5	165	4.8
1-2 Months	243	7.1	218	6.6	236	7.6	233	6.8
3-5 Months	301	8.8	302	9.1	305	9.8	329	9.5
6-11 Months	358	10.5	379	11.5	303	9.7	394	11.4
12 Months to 2 Years	600	17.6	576	17.4	583	18.7	612	17.7
More Than 2 Years to 5 Years	704	20.6	682	20.6	653	21	691	20.0
More Than 5 Years	1049	30.7	1001	30.3	892	28.7	1026	29.7
Unknown	0	0	1	0	0	0	0	0
TOTAL	3417	100	3306	100	3113	100	3450	100

<i>Hispanic Origin</i>	2003		2004		2005	
	Count	%	Count	%	Count	%
Hispanic	100	12.1	136	4.2	194	4.9
Non-Hispanic	727	87.9	3079	95.8	3754	95.1
TOTAL	827	100	3215	100	3948	100

Table B-1 continued

<i>Homeless In Past Six Months</i>	2004		2005	
	Count	%	Count	%
No	3201	95.2	3441	94.6
Yes	161	4.8	198	5.4
TOTAL	3362	100	3639	100

<i>Arrested in this Period</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	3188	94.8	3697	92.9
Yes	174	5.2	281	7.1
TOTAL	3362	100	3978	100

<i>Arrested in Previous Period</i>	2005 (12 Months)	
	Count	%
No	3680	94.5
Yes	215	5.5
TOTAL	3895	100

<i>Psychiatric Hospitalization</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	2916	86.7	3175	80.1
Yes	446	13.3	790	19.9
TOTAL	3362	100	3965	100

<i>Paid Employment</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	2417	71.9	2594	65.5
Yes	945	28.1	1366	34.5
TOTAL	3362	100	3960	100

<i>Support in Time of Crisis</i>	2005	
	Count	%
No	769	19.5
Yes	3167	80.5
TOTAL	3936	100

Table B-1 continued

<i>Have People with Whom Can Do Enjoyable Things</i>	2005	
	Count	%
No	692	17.6
Yes	3246	82.4
TOTAL	3938	100

<i>Moved in Past Six Months</i>	2005	
	Count	%
No	2858	76.0
Yes	904	24.0
TOTAL	3762	100

Table B-2: MH Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2005	1.53	0.77	3,979	91.3	2.5
2004	1.53	0.75	3,331	91.7	2.3
2003	1.54	0.74	3,312	91.7	2.1
2002	1.55	0.76	3,427	91.5	2.4
If I had other choices, I would still get services from this agency.					
2005	1.71	0.95	3,969	85.0	5.8
2004	1.69	0.90	3,306	86.4	5.5
2003	1.71	0.89	3,288	85.3	4.7
2002	1.71	0.88	3,401	86.2	4.8
I would recommend this agency to a friend or family member.					
2005	1.57	0.82	3,918	90.0	3.4
2004	1.58	0.81	3,284	90.4	3.4
2003	1.55	0.75	3,267	91.5	2.3
2002	1.59	0.78	3,367	91.0	2.9
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2005	1.72	0.94	3,955	85.1	6.4
2004	1.71	0.91	3,303	86.1	5.7
2003	1.74	0.93	3,286	85.5	6.6
2002	1.48	0.89	31*	90.3	3.2
Staff are willing to see me as often as I feel it is necessary.					
2005	1.64	0.85	3,945	88.3	4.2
2004	1.65	0.86	3,292	87.7	4.2
2003	1.63	0.83	3,280	89.0	3.8
2002	1.66	0.83	3,372	88.6	3.8
Staff returns my calls within 24 hours.					
2005	1.75	0.94	3,789	83.8	5.9
2004	1.76	0.92	3,138	83.7	5.5
2003	1.76	0.91	3,108	83.8	5.9
2002	1.78	0.91	3,211	83.9	5.9
Services are available at times that are good for me.					
2005	1.61	0.80	3,978	90.2	3.6
2004	1.62	0.81	3,312	90.6	3.7
2003	1.61	0.78	3,305	90.8	3.1
2002	1.61	0.77	3,406	91.2	3.1

* Data available only from Spanish survey

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2005	1.66	0.83	3,904	86.2	3.1
2004	1.67	0.81	3,245	86.3	2.6
2003	1.67	0.81	3,226	86.4	2.8
2002	1.69	0.82	3,342	86.7	3.0
I feel free to complain.					
2005	1.79	0.95	3,876	82.7	6.4
2004	1.78	0.94	3,230	83.0	6.0
2003	1.76	0.88	3,207	84.9	5.0
2002	1.79	0.91	3,338	84.3	5.5
Staff tell me what medication side effects to watch for.					
2005	1.85	1.00	3,672	79.9	8.0
2004	1.82	0.99	3,056	82.0	7.5
2003	1.80	0.93	3,033	83.6	6.7
2002	1.87	0.96	3,120	80.8	7.6
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2005	1.56	0.78	3,886	91.0	2.9
2004	1.59	0.8	3,232	89.7	2.9
2003	1.56	0.76	3,224	91.1	2.2
2002	1.59	0.78	3,332	90.4	2.6
Staff are sensitive to my cultural background (race, religion).					
2005	1.75	0.89	3,708	83.5	4.1
2004	1.74	0.89	3,077	83.8	4.0
2003	1.73	0.85	3,017	84.2	3.3
2002	1.75	0.84	3,110	84.1	3.2
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2005	1.71	0.88	3,831	85.6	4.4
2004	1.73	0.87	3,167	85.7	4.1
2003	1.72	0.84	3,180	86.7	3.9
2002	1.75	0.86	3,267	85.2	4.1

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2005	1.92	0.96	3,922	77.9	7.0
2004	1.94	0.95	3,243	77.7	7.2
2003	1.93	0.95	3,236	78.2	6.8
2002	1.94	0.94	3,360	78.8	7
As a direct result of the services I receive, I am better able to control my life.					
2005	1.98	0.98	3,915	75.0	7.6
2004	2.00	0.97	3,229	74.5	7.7
2003	2.01	0.99	3,224	74.8	8.3
2002	2.00	0.96	3,366	76.1	7.5
As a direct result of the services I receive, I am better able to deal with crisis.					
2005	2.08	1.04	3,881	71.6	10.1
2004	2.08	1.03	3,220	71.9	9.7
2003	2.08	1.03	3,209	72.2	10.2
2002	2.08	1.01	3,329	72.5	9.5
As a direct result of the services I receive, I am getting along better with my family.					
2005	2.08	1.05	3,815	71.2	9.8
2004	2.10	1.06	3,152	70.4	10.8
2003	2.11	1.07	3,143	70.3	10.5
2002	2.09	1.03	3,220	72.0	9.9
As a direct result of the services I receive, I do better in social settings.					
2005	2.24	1.11	3,818	64.3	13.9
2004	2.27	1.11	3,170	64.3	13.9
2003	2.26	1.11	3,150	63.5	13.8
2002	2.25	1.10	3,284	65.7	13.5
As a direct result of the services I receive, I do better at work and/or school.					
2005	2.25	1.11	2,877	62.3	12.9
2004	2.26	1.11	2,381	61.7	12.9
2003	2.2	1.1	2,329	64.7	12.1
2002	2.23	1.08	2,445	64.3	12.3

Table B-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2005	2.32	1.16	3,826	63.6	16.6
2004	2.31	1.15	3,218	63.7	16.2
2003	2.32	1.18	3,206	64.1	17.2
2002	2.30	1.15	3,304	65.6	16.1
Other					
I am able to get all services I think I need.					
2005	1.73	0.92	3,943	85.4	6.0
2004	1.75	0.93	3,291	85.1	6.2
2003	1.73	0.89	3,288	85.6	5.6
2002	1.77	0.91	3,392	85.1	6.0
I feel comfortable asking questions about my treatment and medication.					
2005	1.59	0.79	3,912	90.6	3.2
2004	1.60	0.80	3,238	89.8	3.2
2003	1.59	0.79	3,244	90.7	3.1
2002	1.62	0.79	3,357	90.3	3.5
I, not staff, decide my treatment goals.					
2005	1.99	1.03	3,820	74.0	8.8
2004	2.00	1.02	3,159	74.1	8.6
2003	1.97	0.99	3,134	75.3	8.1
2002	2.01	0.99	3,214	75.1	8.5
I am satisfied with my living arrangements.					
2005	2.21	1.24	3,846	67.9	16.6

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table B-3: MH Consumer Satisfaction by Characteristics per Domain (2002-2005)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH								
2005	89.8%	3998	86.2%	4010	86.5%	3977	69.9%	3938
2004	90.3%	3341	86.7%	3346	86.8%	3314	68.7%	3266
2003	90.7%	3322	86.4%	3327	88.1%	3306	69.2%	3251
2002	90.2%	3433	88.4%	3405	86.4%	3412	70.5%	3370

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Female								
2005	90.8%	2388	87.4%	2397	87.5%	2380	68.4%	2355
2004	91.7%	1890	87.2%	1895	88.3%	1873	67.0%	1836
2003	91.8%	2051	87.9%	2056	88.9%	2035	67.2%	2000
2002	91.3%	2116	89.4%	2096	87.0%	2100	70.9%	2069
MH: Male								
2005	87.6%	1485	83.8%	1488	84.6%	1476	72.3%	1463
2004	87.9%	1179	85.7%	1180	84.8%	1171	71.6%	1167
2003	88.9%	1248	83.8%	1248	86.8%	1247	72.5%	1229
2002	89.0%	1240	86.5%	1234	85.4%	1237	70.1%	1229

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: White								
2005	90.3%	2679	86.5%	2681	87.4%	2661	69.0%	2635
2004	90.9%	2288	87.2%	2289	87.6%	2268	68.0%	2240
2003	91.9%	2260	87.2%	2268	88.8%	2248	67.6%	2221
2002	90.3%	2316	88.5%	2291	86.6%	2302	69.4%	2281
MH: African-American								
2005	89.2%	892	87.5%	899	86.5%	891	73.9%	879
2004	89.4%	764	86.2%	766	85.5%	760	70.3%	744
2003	89.2%	769	86.7%	765	87.9%	766	74.5%	746
2002	90.3%	750	89.9%	749	85.9%	745	71.9%	736
MH: Other								
2005	87.2%	392	81.5%	394	81.4%	392	67.7%	390
2004	88.3%	257	84.6%	260	83.6%	256	70.4%	253
2003	82.5%	166	74.9%	167	79.5%	166	67.5%	163
2002	88.3%	273	83.6%	274	83.9%	274	73.8%	267

Table B3 continued

<i>Service Area and Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 0-11 Months								
2005	88.2%	1114	84.0%	1115	85.3%	1102	61.4%	1084
2004	89.2%	980	85.1%	981	86.1%	961	61.8%	934
2003	90.0%	1036	85.3%	1038	86.4%	1024	62.9%	999
2002	88.2%	1049	85.9%	1036	83.9%	1039	62.8%	1019
MH: 12+ Months								
2005	90.6%	2301	86.8%	2312	86.9%	2302	73.2%	2291
2004	91.0%	2114	87.2%	2120	86.8%	2113	71.4%	2096
2003	90.8%	2240	87.0%	2243	89.0%	2236	72.0%	2207
2002	91.3%	2330	89.6%	2318	87.5%	2322	74.0%	2303

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Self, Family, Hospital, or Doctor								
2005	90.9%	2587	86.9%	2595	87.5%	2582	69.5%	2559
2004	91.0%	2348	87.5%	2349	87.3%	2332	69.1%	2298
2003	91.3%	2533	87.2%	2533	88.6%	2518	69.1%	2481
2002	91.1%	2597	89.3%	2576	87.1%	2586	70.4%	2553
MH: Court, Police, DSS, or EAP								
2005	86.0%	758	83.2%	760	83.0	752	68.1%	743
2004	88.1%	371	84.4%	371	85.8%	367	66.8%	365
2003	86.9%	389	83.9%	391	85.7%	384	74.2%	384
2002	88.0%	440	85.6%	437	85.4%	432	75.3%	430

<i>Service Area and Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 18-22								
2003	84.9%	172	80.0%	175	85.5%	172	64.7%	170
2002	87.4%	175	85.7%	175	83.2%	173	69.6%	171
MH: 23-59								
2003	90.8%	2762	86.6%	2765	88.0%	2752	68.4%	2710
2002	90.5%	2830	88.3%	2809	86.4%	2817	69.0%	2787
MH: 60+								
2003	93.9%	326	89.6%	326	90.3%	321	79.9%	314
2002	92.0%	349	90.7%	344	89.0%	345	84.0%	337

Table B-3 continued

<i>Service Area and Age Group (2004-2005)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: 18-20								
2005	86.5%	126	77.2%	127	80.6%	124	68.0%	125
2004	93.8%	113	85.0%	113	87.5%	112	67.6%	105
MH: 21-64								
2005	89.65	3603	86.4%	3611	86.3%	3587	69.2%	3553
2004	90.3%	2985	86.7%	2990	86.5%	2962	67.8%	2928
MH: 65+								
2005	94.1%	186	88.3%	188	91.4%	186	84.5%	181
2004	92.3%	168	90.6%	170	90.5%	169	85.4%	164

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH: Hispanic								
2005	91.1%	192	89.0%	191	85.5%	186	79.7%	187
2004	92.4%	131	86.7%	135	85.3%	129	71.0%	131
2003	94.0%	100	92.9%	98	93.9%	99	81.3%	96
MH: Non-Hispanic								
2005	89.7%	3719	86.1%	3731	86.6%	3706	69.4%	3664
2004	90.3%	3066	86.7%	3069	86.9%	3043	68.4%	2997
2003	90.9%	718	82.5%	722	89.3%	719	69.7%	709

<i>Homeless in Past Six Months</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
No								
2005	90.5%	3407	87.1%	3419	87.3%	3397	70.1%	3363
2004	90.5%	3182	87.1%	3186	87.1%	3155	69.3%	3109
Yes								
2005	80.7%	197	78.2%	197	79.2%	197	61.9%	197
2004	87.4%	159	80.0%	160	80.5%	159	56.7%	157

Table B-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested in this Period</i>								
No								
2005 (12 Months)	90.4%	3659	86.7%	3672	86.6%	3645	69.8%	3619
2004 (Six Months)	90.6%	3167	87.0%	3172	87.1%	3143	68.9%	3093
Yes								
2005 (12 Months)	84.0%	281	79.6%	280	84.2%	278	70.0%	270
2004 (Six Months)	85.6%	174	81.0%	174	80.7%	171	65.3%	173

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested in Previous Period</i>								
No								
2005 (12 Months)	90.0%	3642	86.4%	3655	86.7%	3627	70.1%	3597
Yes								
2005 (12 Months)	88.7%	213	82.5%	212	85.0%	213	66.5%	209

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Psychiatric Hospitalization</i>								
No								
2005 (12 Months)	90.6%	3141	87.1%	3153	87.1%	3128	71.0%	3100
2004 (Six Months)	91.5%	2897	87.5%	2903	87.6%	2872	70.2%	2831
Yes								
2005 (12 Months)	86.8%	783	82.7%	785	83.9%	783	65.0%	775
2004 (Six Months)	82.9%	444	81.9%	443	81.0%	442	59.3%	435

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Paid Employment</i>								
No								
2005 (12 Months)	90.2%	2564	86.9%	2575	85.8%	2561	68.0%	2536
2004 (Six Months)	89.8%	2402	87.2%	2406	86.3%	2384	65.7%	2346
Yes								
2005 (12 Months)	89.0%	1357	84.8%	1357	87.8%	1344	73.1%	1333
2004 (Six Months)	91.7%	939	85.6%	940	88.0%	930	76.4%	920

Table B-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Support in Times of Crisis</i>								
No								
2005	83.1%	784	79.9%	768	77.8%	761	50.7%	750
Yes								
2005	91.4%	3132	87.7%	3140	88.7%	3119	74.7%	3095

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Have People with whom to do Enjoyable Things</i>								
No								
2005	81.9%	686	79.2%	688	75.6%	685	44.3%	670
Yes								
2005	91.6%	3212	87.7%	3224	88.9%	3199	75.4%	3180

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Moved in Past Six Months</i>								
No								
2005	90.4%	2830	87.0%	2839	86.9%	2824	70.6%	2797
Yes								
2005	88.6%	896	85.1%	899	86.5%	892	67.0%	883

Table B-4: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		MH	
	N	%	N	%
From 2004 to 2005:				
Of those persons arrested 12-24 months prior to the survey, the number who reported that they had been arrested in the past 12 months.	1122	46.1%	213	38.5%

APPENDIX C
SUBSTANCE USE DISORDER CONSUMER DATA

Table C-1: SUD Consumer Demographics

<i>Age Group</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
18-22	292	15.2	319	16.8	0	0	0	0
23-59	1593	83.1	1541	81.2	0	0	0	0
60-64	17	0.9	25	1.3	0	0	0	0
65-74	12	0.6	8	0.4	15	0.7	18	0.9
75+	3	0.2	4	0.2	4	0.2	1	0.1
18-20	0	0	0	0	142	6.8	159	8.2
21-64	0	0	0	0	1917	92.3	1771	90.9
Unknown	0	0	1	0.1	0	0	0	0
TOTAL	1917	100	1898	100	2078	100	1949	100

<i>Gender</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Female	407	21.3	456	23.9	504	25.7	560	29.1
Male	1502	78.7	1452	76.1	1457	74.3	1367	70.9
TOTAL	1909	100	1908	100	1961	100	1927	100

<i>Race</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Alaskan Native	4	0.2	0	0	0	0	0	0
Asian or Pacific Islander	34	1.8	0	0	0	0	0	0
White, Non-Hispanic	913	48.1	0	0	0	0	0	0
Black/African American, Non-Hispanic	546	28.7	0	0	0	0	0	0
American Indian	20	1.1	0	0	0	0	0	0
Hispanic	335	17.6	0	0	0	0	0	0
Other	48	2.5	52	3.1	250	12.1	208	10.7
American Indian/Alaska Native	0	0	28	1.7	27	1.3	38	1.9
Asian	0	0	19	1.1	21	1	15	0.8
Black	0	0	615	36.5	675	32.6	597	30.6
Native Hawaiian/Pacific Islander	0	0	9	0.5	7	0.3	6	0.3
White	0	0	961	57.1	1090	52.7	1089	55.8
TOTAL	1900	100	1684	100	2070	100	1953	100

Table C-1 continued

<i>Referral Source</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	50	2.8	30	1.7	38	2.0	39	2.3
Family or Friends	103	5.7	137	7.8	155	8.0	136	8.1
Employer/Employee Assistance Program	41	2.3	39	2.2	28	1.5	34	2.0
Court or Law Enforcement	1356	75	1245	70.7	1200	62.3	1024	60.8
Department of Social Services	40	2.2	59	3.3	58	3.0	59	3.5
Self-Referred	211	11.7	250	14.2	280	14.5	259	15.4
Other	8	0.4	2	0.1	168	8.7	132	7.8
TOTAL	1809	100	1762	100	1927	100	1683	100

<i>Length of Time Receiving Services</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Less Than One Month	284	14.8	254	13.3	276	14.5	230	13.8
1-2 Months	492	25.6	476	25	445	23.4	412	24.6
3-5 Months	577	30	595	31.2	529	27.8	454	27.2
6-11 Months	293	15.2	300	15.8	297	15.6	259	15.5
12 Months to 2 Years	139	7.2	156	8.2	193	10.1	169	10.1
More Than 2 Years to 5 Years	80	4.2	76	4	110	5.8	103	6.2
More Than 5 Years	60	3.1	46	2.4	54	2.8	45	2.7
Unknown	0	0	1	0.1	0	0	0	0
TOTAL	1925	100	1904	100	1904	100	1672	100

<i>Hispanic Origin</i>	2003		2004		2005	
	Count	%	Count	%	Count	%
Hispanic	270	48	290	14.2	222	11.4
Non-Hispanic	293	52	1747	85.8	1720	88.6
TOTAL	563	100	2037	100	1942	100

<i>Homeless in Past Six Months</i>	2004		2005	
	Count	%	Count	%
No	1970	93.7	1719	93.4
Yes	133	6.3	121	6.6
TOTAL	2103	100	1840	100

<i>Arrested in this Period</i>	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
No	1528	72.7	1057	54.3
Yes	575	27.3	890	45.7
TOTAL	2103	100	1947	100

Table C-1 continued

	2005 (12 Months)	
	Count	%
<i>Arrested in Previous Period</i>		
No	1352	70.5
Yes	565	29.5
TOTAL	1917	100

	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
<i>Psychiatric Hospitalization</i>				
No	2023	96.2	1836	94.4
Yes	80	3.8	108	5.6
TOTAL	2103	100	1944	100

	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
<i>Paid Employment</i>				
No	658	31.3	463	23.7
Yes	1445	68.7	1489	76.3
TOTAL	2103	100	1952	100

	2005	
	Count	%
<i>Support in Times of Crisis</i>		
No	134	6.9
Yes	1816	93.1
TOTAL	1950	100

	2005	
	Count	%
<i>Have People with Whom Can Do Enjoyable Things</i>		
No	142	7.3
Yes	1810	92.7
TOTAL	1952	100

	2005	
	Count	%
<i>Moved in Past Six Months</i>		
No	1228	65.2
Yes	656	34.8
TOTAL	1884	100

Table C-2: SUD Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2005	1.84	0.89	1,941	81.0	3..8
2004	1.77	0.83	2,077	84.3	2.9
2003	1.82	0.87	1,882	82	3.6
2002	1.81	0.88	1,904	82.4	3.9
If I had other choices, I would still get services from this agency.					
2005	2.12	1.05	1,917	71.0	10.6
2004	1.99	0.97	2,054	78.5	7.5
2003	2.08	1.03	1,868	73.3	9
2002	2.07	1.02	1,875	73.9	9.4
I would recommend this agency to a friend or family member.					
2005	1.89	0.97	1915	80.4	6.5
2004	1.84	0.91	2,052	83.1	5.4
2003	1.88	0.94	1,866	81.6	6.1
2002	1.85	0.93	1,874	82.4	6
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2005	1.98	1.05	1,924	78.3	10.2
2004	1.92	1.02	2,055	79.3	8.9
2003	1.92	1.01	1,882	80.2	8.9
2002	1.51	0.67	139*	91.4	0.7
Staff are willing to see me as often as I feel it is necessary.					
2005	1.80	0.82	1,887	84.4	3.5
2004	1.78	0.85	2,012	84.9	3.7
2003	1.80	0.84	1,850	84.4	3.9
2002	1.83	0.86	1,841	83.4	4.5
Staff returns my calls within 24 hours.					
2005	2.01	0.99	1,724	74.9	7.8
2004	2.00	0.97	1,854	74.1	7.3
2003	2.03	0.97	1,693	73.5	7.6
2002	2.02	0.97	1,663	75	7.9

* Data available only from Spanish survey

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Services are available at times that are good for me.					
2005	2.08	1.07	1,919	74.6	11.9
2004	2.00	1.03	2,048	77.5	10.1
2003	2.02	1.04	1,871	76.3	10.0
2002	2.05	1.04	1,869	75.8	10.0
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2005	1.66	0.79	1,895	88.7	2.4
2004	1.64	0.80	2,040	88.5	3.0
2003	1.65	0.78	1,868	88.9	2.6
2002	1.66	0.78	1,870	88.2	2.6
I feel free to complain.					
2005	1.92	0.96	1,899	80.5	6.5
2004	1.88	0.93	2,012	82.1	6.2
2003	1.86	0.88	1,852	82.2	5.1
2002	1.90	0.94	1,847	81.4	6.4
Staff tell me what medication side effects to watch for.					
2005	2.08	0.96	1,478	69.9	7.0
2004	2.05	0.96	1,522	71.4	6.8
2003	2.06	0.94	1,392	70.6	6.2
2002	2.05	0.91	1,365	73.4	6.2
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2005	1.76	0.88	1,868	85.2	4.3
2004	1.74	0.87	2,019	85.6	4.5
2003	1.71	0.81	1,825	86.1	2.7
2002	1.72	0.81	1,814	87.0	3.4
Staff are sensitive to my cultural background (race, religion).					
2005	1.99	0.97	1,764	74.7	6.4
2004	1.94	0.9	1,900	76.8	4.5
2003	1.91	0.86	1,759	78.9	4.0
2002	1.98	0.91	1,735	76.8	5.6

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2005	1.81	0.82	1,816	84.3	3.5
2004	1.8	0.83	1,949	84.7	3.2
2003	1.8	0.84	1,782	84.1	3.6
2002	1.79	0.82	1,806	85.2	3.2
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2005	1.91	0.88	1,875	80.5	5.1
2004	1.87	0.85	2,038	82.2	4.4
2003	1.87	0.86	1,840	81.9	4.4
2002	1.87	0.84	1,864	82	3.9
As a direct result of the services I receive, I am better able to control my life.					
2005	1.86	0.86	1,892	81.6	4.5
2004	1.84	0.86	2,049	82.6	4.1
2003	1.82	0.85	1,845	83.7	3.8
2002	1.82	0.83	1,879	83.6	3.6
As a direct result of the services I receive, I am better able to deal with crisis.					
2005	1.94	0.89	1,885	78.5	5.1
2004	1.89	0.85	2,024	80.2	3.9
2003	1.89	0.84	1,829	81.5	4.2
2002	1.88	0.85	1,861	80.8	4.1
As a direct result of the services I receive, I am getting along better with my family.					
2005	1.90	0.94	1,856	77.7	6.0
2004	1.87	0.93	2,005	78.3	5.4
2003	1.85	0.88	1,803	80.3	4.2
2002	1.82	0.90	1,831	79.4	3.9
As a direct result of the services I receive, I do better in social settings.					
2005	1.99	0.92	1,861	74.5	5.9
2004	2.00	0.94	2,002	74.4	6.1
2003	1.97	0.90	1,828	76.8	5.0
2002	1.94	0.88	1,835	77.2	4.5

Table C-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I do better at work and/or school.					
2005	1.95	0.92	1,762	75.5	5.3
2004	1.91	0.91	1,899	77.6	4.9
2003	1.92	0.9	1,744	77.6	4.6
2002	1.89	0.91	1,754	78.8	4.6
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2005	2.02	0.97	1,807	74.9	7.7
2004	1.99	0.95	1,953	75.7	6.5
2003	1.94	0.93	1,758	78.8	6.1
2002	1.92	0.88	1,784	78.6	4.5
Other					
I am able to get all services I think I need.					
2005	1.90	0.89	1,912	82.3	5.4
2004	1.88	0.87	2,046	83.2	5.1
2003	1.88	0.88	1,878	82.6	4.7
2002	1.91	0.88	1,873	82.8	5.8
I feel comfortable asking questions about my treatment and medication.					
2005	1.77	0.85	1,853	85.2	4.0
2004	1.74	0.81	1,971	87.4	3.4
2003	1.77	0.81	1,799	85.8	3.5
2002	1.78	0.8	1,815	85.6	3.1
I, not staff, decide my treatment goals.					
2005	2.18	1.08	1,830	69.0	11.9
2004	2.14	1.07	1,969	70.3	10.6
2003	2.07	1.01	1,801	73.1	9.6
2002	2.13	1.09	1,809	70.6	12.3
I am satisfied with my living arrangements.					
2005	2.07	1.12	1,875	72.7	11.8

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table C-3: SUD Consumer Satisfaction by Characteristics per Domain (2002-2005)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD								
2005	78.3%	1947	74.6%	1949	83.6%	1928	80.2%	1893
2004	82.8%	2087	77.5%	2088	85.5%	2066	81.0%	2046
2003	79.7%	1903	76.4%	1912	85.3%	1888	81.8%	1855
2002	79.8%	1912	78.4%	1854	85.1%	1903	82.4%	1870

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Female								
2005	84.1%	553	79.6%	554	84.2%	545	83.7%	533
2004	85.5%	503	78.7%	502	85.7%	496	80.6%	495
2003	83.8%	451	79.9%	452	86.0%	449	83.3%	438
2002	83.8%	400	81.1%	381	84.6%	397	86.7%	392
SUD: Male								
2005	76.1%	1347	72.4%	1350	83.4%	1338	79.1%	1316
2004	81.9%	1444	77.5%	1447	85.6%	1433	81.5%	1414
2003	78.3%	1434	75.4%	1441	85.2%	1423	81.3%	1401
2002	78.8%	1480	77.7%	1443	85.4%	1474	81.5%	1446

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: White								
2005	76.8%	1078	74.5%	1079	83.3%	1063	77.1%	1046
2004	79.3%	1085	75.3%	1085	85.2%	1071	78.4%	1064
2003	75.9%	955	74.4%	956	84.5%	940	78.8%	926
2002	74.7%	899	78.3%	866	83.7%	892	77.0%	878
SUD: African-American								
2005	81.8%	587	75.4%	589	84.3%	585	85.2%	573
2004	86.6%	670	80.1%	669	84.8%	664	81.4%	656
2003	83.7%	608	78.1%	608	84.4%	604	83.5%	593
2002	84.4%	539	79.7%	523	85.5%	539	85.8%	528

Table C-3 continued

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Other								
2005	76.8%	263	74.1	263	83.6%	262	82.4%	256
2004	87.1%	302	81.1%	302	88.7%	300	90.3%	298
2003	66.4%	107	69.4%	108	84.8%	105	72.7%	99
2002	85.5%	433	77.2%	429	87.7%	432	90.1%	425

<i>Service Area and Time in Treatment</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 0-11 Months								
2005	76.8%	1342	73.2%	1342	84.1%	1329	79.1%	1305
2004	82.2%	1534	77.9%	1534	86.30%	1517	79.70%	1500
2003	78.2%	1605	76.3%	1612	85.20%	1592	80.80%	1560
2002	78.8%	1620	77.9%	1568	85.70%	1613	81.40%	1579
SUD: 12+ Months								
2005	82.1%	312	80.1%	311	81.4%	311	86.7%	309
2004	85.1%	356	78.2%	357	82.80%	355	85.90%	354
2003	88.4%	276	76.5%	277	85.90%	276	87.60%	274
2002	85.5%	276	80.8%	271	81.80%	274	88.40%	275

<i>Service Area and Referral Source</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Self, Family, Hospital, or Doctor								
2005	88.1%	430	81.3%	428	87.4%	429	87.1%	426
2004	91.9%	470	83.2%	470	89.6%	469	85.0%	467
2003	91.3%	415	80.8%	416	87.7%	415	88.0%	409
2002	86.7%	361	78.9%	356	82.7%	359	84.6%	356
SUD: Court, Police, DSS, or EAP								
2005	74.3%	1233	71.6%	1235	82.3%	1220	78.3%	1199
2004	79.9%	1276	76.4%	1275	84.4%	1264	79.3%	1251
2003	76.5%	1322	75.4%	1331	85.2%	1311	80.4%	1288
2002	78.1%	1420	78.3%	1369	86.0%	1410	82.2%	1384

Table C-3 continued

<i>Service Area and Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 18-22								
2003	65.5%	313	68.4%	316	81.9%	310	71.6%	299
2002	62.4%	287	68.8%	276	79.2%	284	64.3%	277
SUD: 23-59								
2003	82.2%	1524	77.8%	1529	85.8%	1514	83.6%	1492
2002	82.9%	1573	79.8%	1524	86.1%	1567	85.4%	1544
SUD: 60+								
2003	89.2%	37	83.8%	37	94.4%	36	91.7%	36
2002	83.3%	30	90.3%	31	93.3%	30	90.0%	30

<i>Service Area and Age Group (2004-2005)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: 18-20								
2005	60.9%	156	68.2%	157	79.5%	156	66.7%	147
2004	59.6%	141	64.5%	141	79.9%	139	67.9%	137
SUD: 21-64								
2005	79.5%	1747	75.1%	1749	84.1%	1732	81.3%	1705
2004	84.6%	1903	78.4%	1905	85.9%	1884	81.9%	1869
SUD: 65+								
2005	89.5%	19	72.2%	18	76.5%	17	77.8%	18
2004	88.9%	18	84.2%	19	84.2%	19	82.4%	17

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
SUD: Hispanic								
2005	82.5%	217	77.4%	217	86.1%	216	89.4%	207
2004	90.6%	287	84.7%	287	89.9%	286	93.3%	283
2003	89.7%	261	84.6%	267	92.9%	266	95.1%	264
SUD: Non-Hispanic								
2005	77.7%	1699	74.4%	1701	83.3%	1681	79.0	1656
2004	81.5%	1735	76.7%	1737	85.0%	1716	78.8%	1699
2003	75.6%	291	69.3%	290	86.2%	290	81.9%	281

Table C-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Homeless in Past Six Months</i>								
No								
2005	77.9%	1695	75.4%	1701	84.0%	1683	80.6%	1656
2004	82.5%	1954	77.6%	1956	85.6%	1934	80.9%	1915
Yes								
2005	77.3%	119	69.5%	118	83.1%	118	74.3%	113
2004	85.7%	133	76.5%	132	84.1%	132	81.7%	131

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested in this Period</i>								
No								
2005 (12 Months)	80.5%	1044	77.9%	1046	83.0%	1038	82.8%	1020
2004 (Six Months)	84.9%	1515	79.1%	1518	85.9%	1506	81.9%	1490
Yes								
2005 (12 Months)	76.1%	877	71.1%	878	84.4%	866	77.1%	849
2004 (Six Months)	77.1%	572	73.5%	570	84.6%	560	78.4%	556

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested in Previous Period</i>								
No								
2005 (12 Months)	79.5%	1337	75.7%	1336	85.0%	1323	81.5%	1296
Yes								
2005 (12 Months)	76.6%	556	73.0%	559	81.1%	550	78.1%	543

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Psychiatric Hospitalization</i>								
No								
2005 (12 Months)	78.6%	1814	74.9%	1815	83.9%	1796	80.5%	1764
2004 (Six Months)	82.8%	2007	77.4%	2010	85.5%	1988	81.2%	1969
Yes								
2005 (12 Months)	75.0%	104	70.5%	105	80.8%	104	75.7%	103
2004 (Six Months)	82.5%	80	80.8%	78	87.2%	78	76.6%	77

Table C-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Paid Employment</i>								
No								
2005 (12 Months)	78.8%	457	74.7	454	81.9%	452	77.0%	444
2004 (Six Months)	86.5%	654	81.1%	651	85.3%	646	79.2%	638
Yes								
2005 (12 Months)	78.2%	1470	74.6%	1476	84.1%	1457	81.5%	1430
2004 (Six Months)	81.0%	1433	75.9%	1437	85.6%	1420	81.8%	1408

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Support in Times of Crisis</i>								
No								
2005	70.9%	134	64.7%	133	69.9%	133	67.4%	132
Yes								
2005	79.0%	1791	75.6%	1795	84.9%	1775	81.3%	1741

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Have People with Whom to Do Enjoyable Things</i>								
No								
2005	70.2%	141	70.7%	140	68.8%	138	68.1%	138
Yes								
2005	78.9%	1785	75.0%	1789	84.7%	1771	81.1%	1736

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Moved in Past Six Months</i>								
No								
2005 (12 Months)	78.2%	1210	76.5%	1218	84.4%	1202	80.8%	1181
Yes								
2005 (12 Months)	77.9%	647	71.9%	643	82.8%	640	79.5%	629

Table C-4: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		SUD	
	N	%	N	%
From 2004 to 2005:				
Of those persons arrested 12-24 months prior to the survey, the number who reported that they had been arrested in the past 12 months.	1122	46.1%	560	48.4%

APPENDIX D

**MENTAL HEALTH/SUBSTANCE USE DISORDER
CONSUMER DATA**

Table D-1: MH/SUD Consumer Demographics

<i>Age Group</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
18-22	56	5.7	63	6.3	0	0	0	0
23-59	882	90.3	901	90.4	0	0	0	0
60-64	26	2.7	20	2	0	0	0	0
65-74	12	1.2	11	1.1	17	1.3	14	1.1
75+	1	0.1	2	0.2	5	0.4	1	0.1
18-20	0	0	0	0	39	3.1	43	3.4
21-64	0	0	0	0	1204	95.2	1225	95.5
TOTAL	977	100	997	100	1265	100	1283	100

<i>Gender</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Female	451	46.8	489	48.9	594	50.9	670	53.3
Male	513	53.2	510	51.1	573	49.1	590	46.8
TOTAL	964	100	999	100	1167	100	1260	100

<i>Race</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Alaskan Native	3	0.3	0	0	0	0	0	0
Asian or Pacific Islander	7	0.7	0	0	0	0	0	0
White, Non-Hispanic	613	63.5	0	0	0	0	0	0
Black/African American, Non-Hispanic	254	26.3	0	0	0	0	0	0
American Indian	20	2.1	0	0	0	0	0	0
Hispanic	42	4.3	0	0	0	0	0	0
Other	27	2.8	30	3.1	75	6	87	6.8
American Indian/Alaska Native	0	0	22	2.3	32	2.5	33	2.6
Asian	0	0	6	0.6	7	0.6	13	1.0
Black	0	0	281	29.3	351	27.9	333	25.9
Native Hawaiian/Pacific Islander	0	0	2	0.2	2	0.2	4	0.3
White	0	0	618	64.4	790	62.8	816	63.5
TOTAL	966	100	959	100	1257	100	1286	100

Table D-1 continued

<i>Referral Source</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Physician or Hospital	241	27.7	226	25.8	273	22.9	251	24.3
Family or Friends	103	11.8	100	11.4	120	10.1	131	12.7
Employer/Employee Assistance Program	14	1.6	9	1	13	1.1	16	1.6
Court or Law Enforcement	228	26.2	219	25	220	18.5	213	20.6
Department of Social Services	63	7.2	58	6.6	66	5.5	58	5.6
Self-Referred	222	25.5	263	30.1	282	23.7	261	25.3
Other	0	0	0	0	218	18.3	102	9.9
TOTAL	871	100	875	100	1192	100	1032	100

<i>Length of Time Receiving Services</i>	2002		2003		2004		2005	
	Count	%	Count	%	Count	%	Count	%
Less Than One Month	61	6.3	73	7.4	94	7.9	74	6.9
1-2 Months	107	11	129	13.1	126	10.6	117	11.0
3-5 Months	147	15.1	147	14.9	176	14.8	150	14.1
6-11 Months	140	14.4	135	13.7	157	13.2	141	13.2
12 Months to 2 Years	159	16.3	189	19.2	224	18.9	209	19.6
More Than 2 Years to 5 Years	162	16.6	138	14	180	15.2	158	14.8
More Than 5 Years	197	20.2	171	17.4	229	19.3	218	20.4
Unknown	0	0	2	0.2	0	0	0	0
TOTAL	973	100	984	100	1186	100	1067	100

<i>Hispanic Origin</i>	2003		2004		2005	
	Count	%	Count	%	Count	%
Hispanic	36	14.7	69	5.6	62	4.9
Non-Hispanic	209	85.3	1158	94.4	1201	95.1
TOTAL	245	100.0	1227	100.0	1263	100.0

<i>Homeless in Past Six Months</i>	2004		2005	
	Count	%	Count	%
No	1102	86.4	1042	86.8
Yes	173	13.6	158	13.2
TOTAL	1275	100	1200	100

Table D-1 continued

	2004 (Six Months)		2005 (12 Months)	
	Count	%	Count	%
<i>Arrested in This Period</i>				
No	986	77.3	921	71.8
Yes	289	22.7	362	28.2
TOTAL	1275	100	1283	100

	2005 (12 Months)	
	Count	%
<i>Arrested in Previous Period</i>		
No	940	74.8
Yes	317	25.2
TOTAL	1257	100

	2005 (12 Months)		2005 (12 Months)	
	Count	%	Count	%
<i>Psychiatric Hospitalization</i>				
No	1032	80.9	941	73.3
Yes	243	19.1	342	26.7
TOTAL	1275	100	1283	100

	2005 (12 Months)		2005 (12 Months)	
	Count	%	Count	%
<i>Paid Employment</i>				
No	756	59.3	677	53.1
Yes	519	40.7	598	46.9
TOTAL	1275	100	1275	100

	2005	
	Count	%
<i>Have Support in Time of Crisis</i>		
No	240	18.9
Yes	1027	81.1
TOTAL	1267	100

	2005	
	Count	%
<i>Have People with Whom to Do Enjoyable Things</i>		
No	208	16.4
Yes	1064	83.6
TOTAL	1272	100

Table D-1 continued

<i>Moved in Past Six Months</i>	2005	
	Count	%
No	759	60.8
Yes	490	39.2
TOTAL	1249	100

Table D-2: MH/SUD Consumer Satisfaction Survey Item Responses

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
General					
I like the services that I receive.					
2005	1.58	0.76	1,278	89.0	2.0
2004	1.57	0.75	1,256	90.5	2.4
2003	1.55	0.74	991	90.6	1.7
2002	1.64	0.81	983	88.5	3.4
If I had other choices, I would still get services from this agency.					
2005	1.75	0.92	1,264	83.6	5.9
2004	1.76	0.91	1,246	85.2	5.9
2003	1.77	0.92	989	83.8	4.9
2002	1.8	0.91	967	83.7	5.5
I would recommend this agency to a friend or family member.					
2005	1.61	0.81	1,256	88.1	2.9
2004	1.6	0.82	1,236	89.1	3.7
2003	1.57	0.8	984	91.4	2.6
2002	1.64	0.83	962	87.9	3.6
Access to Services					
The location of services is convenient (parking, public transportation, distance, etc.).					
2005	1.79	0.97	1,262	83.2	7.0
2004	1.8	1.03	1,246	82.8	7.9
2003	1.79	0.98	987	84.1	7.3
2002	1.67	0.89	12*	91.7	8.3
Staff are willing to see me as often as I feel it is necessary.					
2005	1.68	0.86	1,262	87.1	4.6
2004	1.7	0.89	1,235	86.1	4.7
2003	1.71	0.89	976	87	5.1
2002	1.72	0.88	967	87	5.8
Staff return my calls within 24 hours.					
2005	1.83	0.97	1,206	81.3	7.3
2004	1.85	0.97	1,176	79.4	6.9
2003	1.83	0.94	922	82.1	6.4
2002	1.84	0.96	913	81.1	7.1

* Data available only from Spanish survey

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Services are available at times that are good for me.					
2005	1.77	0.95	1,270	83.5	6.5
2004	1.76	0.91	1,242	84.4	5.6
2003	1.76	0.9	986	86.2	6
2002	1.81	0.95	972	82.5	6.6
Appropriateness of Services					
Staff here believe that I can grow, change, and recover.					
2005	1.54	0.74	1,262	89.2	1.3
2004	1.6	0.81	1,241	88.2	2.8
2003	1.58	0.81	976	89.7	3.2
2002	1.63	0.78	957	88.4	2.8
I feel free to complain.					
2005	1.80	0.94	1,251	82.3	6.2
2004	1.87	0.97	1,222	80	7.3
2003	1.78	0.91	968	84.5	5.7
2002	1.89	0.98	956	81.1	7.9
Staff tell me what medication side effects to watch for.					
2005	1.91	1.03	1,170	78.5	8.9
2004	1.92	1.02	1,128	77	9.1
2003	1.78	0.93	880	83.6	5.8
2002	1.91	1	856	77.5	7.6
Staff respect my wishes about who is, and is not, to be given information about my treatment.					
2005	1.60	0.83	1,262	89.1	3.1
2004	1.6	0.83	1,232	88.5	3.5
2003	1.61	0.85	970	89.1	4.2
2002	1.63	0.82	948	87.9	2.7
Staff are sensitive to my cultural background (race, religion).					
2005	1.79	0.89	1,196	80.9	3.9
2004	1.81	0.9	1,163	81	4.2
2003	1.74	0.87	916	83.7	3.8
2002	1.83	0.88	896	80.7	3.6

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
Staff help me obtain the information I need so that I can take charge of managing my illness.					
2005	1.69	0.83	1,249	87.3	3.4
2004	1.71	0.82	1,223	86.7	3.7
2003	1.68	0.8	970	88.8	2.6
2002	1.75	0.84	948	86.9	4.3
Outcome					
As a direct result of the services I receive, I deal more effectively with daily problems.					
2005	1.85	0.89	1,263	80.8	5.1
2004	1.81	0.87	1,230	82.7	4.6
2003	1.83	0.91	972	83.1	4.8
2002	1.86	0.88	964	80.8	5.3
As a direct result of the services I receive, I am better able to control my life.					
2005	1.91	0.93	1,258	78.1	6.1
2004	1.9	0.92	1,232	79	5.7
2003	1.9	0.94	970	80.1	5.8
2002	1.95	0.93	970	77.3	6.8
As a direct result of the services I receive, I am better able to deal with crisis.					
2005	2.02	0.99	1,255	73.1	7.9
2004	1.99	0.96	1,227	74.6	7.1
2003	1.93	0.96	972	75.9	5.9
2002	2.02	0.98	954	74.9	8.8
As a direct result of the services I receive, I am getting along better with my family.					
2005	2.04	1.06	1,237	72.0	9.4
2004	1.98	1.02	1,205	73.6	8.3
2003	2.02	1.07	960	74.2	9.6
2002	2.02	1.02	942	73.7	8.8
As a direct result of the services I receive, I do better in social settings.					
2005	2.15	1.04	1,243	68.1	10.1
2004	2.13	1.03	1,211	67.7	9.7
2003	2.12	1.06	958	68.5	9.6
2002	2.16	1.05	951	68.3	11.8

Table D-2 continued

	Mean ¹	Std. Dev.	N	% Agree ²	% Disagree ²
As a direct result of the services I receive, I do better at work and/or school.					
2005	2.16	1.04	1,038	65.0	8.8
2004	2.07	1.01	1,023	69.3	7.8
2003	2.06	1.03	804	70.9	8.5
2002	2.11	1.02	769	68.4	10
As a direct result of the services I receive, my symptoms are not bothering me as much.					
2005	2.24	1.13	1,234	65.6	13.5
2004	2.25	1.12	1,226	65.3	14.5
2003	2.17	1.11	963	70.2	12.7
2002	2.25	1.12	959	66.9	14.6
Other					
I am able to get all services I think I need.					
2005	1.81	0.95	1,261	82.6	7.3
2004	1.83	0.96	1,242	81.6	7.2
2003	1.8	0.94	982	84.2	6.4
2002	1.87	0.96	968	80.9	6.9
I feel comfortable asking questions about my treatment and medication.					
2005	1.59	0.78	1,268	90.3	2.8
2004	1.65	0.85	1,232	88.9	4.3
2003	1.62	0.81	979	90.1	3.8
2002	1.65	0.8	952	89	3.7
I, not staff, decide my treatment goals.					
2005	2.05	1.03	1,237	71.9	8.8
2004	2.07	1.04	1,216	71	9.4
2003	2.04	1.06	964	73.4	10.1
2002	2.11	1.08	941	71.5	11.8
I am satisfied with my living arrangements.					
2005	2.35	1.30	1,240	61.5	20.2

¹Scale ranges from 1: 'Strongly Agree' to 5: 'Strongly Disagree'. Lower mean scores correspond with greater satisfaction.

²Percentages in the Agree column include those who responded 'Agree' or 'Strongly Agree'. Percentages in the Disagree column include those who responded 'Disagree' or 'Strongly Disagree'. Percentages for consumers who responded 'I Am Neutral' are not shown, but can be calculated by subtracting the sum of the '% Agree' and '% Disagree' columns from 100%.

Table D-3: MH/SUD Consumer Satisfaction by Characteristics per Domain (2002-2005)

<i>Service Area</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD								
2005	88.8%	1279	83.1%	1281	87.1%	1284	74.4%	1269
2004	88.8%	1258	82.1%	1263	86.2%	1258	74.4%	1239
2003	90.1%	996	84.1%	998	88.1%	995	76.4%	980
2002	88.4%	983	84.0%	969	86.5%	977	72.9%	971

<i>Service Area and Gender</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: Female								
2005	89.3%	664	83.5%	665	87.8%	665	75.0%	657
2004	91.0%	587	82.4%	590	87.6%	589	72.8%	578
2003	91.0%	488	81.8%	488	87.0%	486	73.6%	478
2002	91.0%	446	85.9%	441	89.7%	447	72.6%	441
MH+SUD: Male								
2005	88.1%	582	83.0%	583	86.7%	586	74.1%	579
2004	87.1%	567	82.5%	567	85.0%	565	77.1%	559
2003	89.3%	503	86.3%	505	89.3%	504	79.1%	498
2002	86.1%	511	82.2%	501	84.4%	505	72.9%	505

<i>Service Area and Race</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: White								
2005	90.5%	811	83.5%	811	87.7%	813	73.9%	804
2004	90.4%	781	82.7%	785	87.2%	781	73.4%	771
2003	91.0%	613	84.8%	613	89.2%	612	74.4%	602
2002	88.5%	608	84.0%	601	87.7%	608	72.1%	602
MH+SUD: African-American								
2005	89.0%	328	85.1%	329	87.5%	328	76.0%	325
2004	88.5%	347	83.9%	347	86.2%	347	75.9%	340
2003	88.1%	278	82.9%	280	87.5%	279	79.6%	274
2002	88.5%	253	85.5%	249	86.5%	251	72.7%	249

Table D-3 continued

	General		Access		Appropriateness		Outcome	
<i>Service Area and Race</i>	%	N	%	N	%	N	%	N
MH+SUD: Other								
2005	78.9%	133	76.1%	134	83.1%	136	73.9%	134
2004	78.6%	112	74.3%	113	80.4%	112	75.5%	110
2003	85.0%	60	80.0%	60	76.7%	60	74.6%	59
2002	87.6%	97	76.8%	95	79.8%	94	76.8%	95

	General		Access		Appropriateness		Outcome	
<i>Service Area and Time in Treatment</i>	%	N	%	N	%	N	%	N
MH+SUD: 0-11 Months								
2005	86.8%	476	80.8%	475	84.7%	478	71.3%	467
2004	87.4%	546	80.3%	547	85.3%	546	74.6%	539
2003	88.7%	479	82.3%	481	88.7%	476	76.8%	466
2002	90.3%	453	84.4%	442	89.0%	446	74.4%	442
MH+SUD: 12+ Months								
2005	90.0%	579	84.4%	582	87.1%	582	76.3%	579
2004	90.4%	624	84.1%	628	87.2%	624	73.9%	617
2003	91.1%	496	85.9%	495	88.1%	497	75.6%	492
2002	86.6%	514	83.7%	510	84.6%	513	71.9%	513

	General		Access		Appropriateness		Outcome	
<i>Service Area and Referral Source</i>	%	N	%	N	%	N	%	N
MH+SUD: Self, Family, Hospital, or Doctor								
2005	91.1%	640	85.0%	640	87.1%	641	72.9%	630
2004	91.3%	668	82.8%	670	87.00%	670	74.50%	659
2003	92.8%	587	86.5%	586	89.00%	584	77.80%	576
2002	89.1%	560	85.7%	553	88.10%	563	71.00%	558
MH+SUD: Court, Police, DSS, or EAP								
2005	83.8%	383	78.1%	384	83.9%	385	75.7%	382
2004	82.4%	296	79.4%	296	82.30%	293	77.00%	291
2003	85.8%	281	80.9%	283	88.70%	282	75.80%	277
2002	87.2%	304	80.5%	297	84.50%	296	76.40%	297

Table D-3 continued

<i>Service Area and Age Group (Through 2003)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 18-22								
2003	82.0%	61	79.0%	62	82.50%	63	74.10%	58
2002	89.1%	55	77.8%	54	85.50%	55	68.50%	54
MH+SUD: 23-59								
2003	90.6%	894	84.6%	895	88.60%	891	76.30%	881
2002	88.1%	877	83.9%	864	86.20%	871	73.00%	866
MH+SUD: 60+								
2003	90.9%	33	81.8%	33	84.80%	33	81.80%	33
2002	97.4%	38	97.3%	37	92.10%	38	73.70%	38

<i>Service Area and Age Group (2004-2005)</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: 18-20								
2005	81.4%	43	79.1%	43	93.0%	43	75.6%	41
2004	71.8%	39	71.8%	39	82.1%	39	69.2%	39
MH+SUD: 21-64								
2005	89.4%	1213	83.3%	1216	86.9%	1217	74.5%	1204
2004	89.3%	1191	82.2%	1194	86.3%	1189	74.2%	1172
MH+SUD: 65+								
2005	80.0%	15	92.3%	13	85.7%	14	64.3%	14
2004	89.5%	19	95.0%	20	95.0%	20	89.5%	19

<i>Service Area and Hispanic Origin</i>	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
MH+SUD: Hispanic								
2005	74.1%	58	72.4%	58	88.7%	62	83.9%	62
2004	76.1%	67	80.9%	68	77.9%	68	77.3%	66
2003	97.2%	36	85.7%	35	100.0%	35	91.7%	36
MH+SUD: Non-Hispanic								
2005	89.6%	1192	83.8%	1193	86.9%	1192	74.1%	1178
2004	89.6%	1145	82.2%	1147	87.0%	1142	74.3%	1126
2003	90.9%	209	81.8%	209	88.5%	209	77.3%	203

Table D-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Homeless in Past Six Months</i>								
MH+SUD: No								
2005	89.7%	1035	84.1%	1036	87.4%	1036	74.8%	1026
2004	89.1%	1087	82.5%	1091	86.8%	1087	75.9%	1073
MH+SUD: Yes								
2005	83.4%	157	74.5%	157	84.1%	157	70.6%	153
2004	86.5%	171	79.7%	172	82.5%	171	65.1%	166

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested in This Period</i>								
MH+SUD: No								
2005 (12 Months)	89.0%	913	83.4%	914	86.8%	914	74.2%	906
2004 (Six Months)	89.2%	972	82.3%	978	85.7%	972	74.6%	960
MH+SUD: Yes								
2005 (12 Months)	88.2%	357	82.9%	357	88.1%	361	74.4%	355
2004 (Six Months)	87.4%	286	81.4%	285	88.1%	286	73.8%	279

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Arrested in Previous Period</i>								
MH+SUD: No								
2005 (12 Months)	89.3%	933	84.3%	931	86.9%	932	74.0%	921
MH+SUD: Yes								
2005 (12 Months)	87.6%	315	79.7%	315	87.7%	317	75.2%	315

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Psychiatric Hospitalization</i>								
MH+SUD: No								
2005 (12 Months)	88.3%	933	83.3%	930	86.8%	934	74.4%	927
2004 (Six Months)	87.7%	1019	82.1%	1023	86.2%	1019	76.4%	1001
MH+SUD: Yes								
2005 (12 Months)	90.2%	338	82.4%	341	87.6%	340	73.6%	333
2004 (Six Months)	93.3%	239	82.1%	240	86.6%	239	66.0%	238

Table D-3 continued

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Paid Employment</i>								
MH+SUD: No								
2005 (12 Months)	89.1%	670	85.4%	669	86.6%	670	71.1%	662
2004 (Six Months)	89.4%	744	82.1%	748	86.2%	744	71.3%	734
MH+SUD: Yes								
2005 (12 Months)	88.5%	592	80.6%	594	87.6%	597	77.7%	591
2004 (Six Months)	87.9%	514	82.1%	515	86.4%	514	79.0%	505

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Support in Times of Crisis</i>								
MH+SUD: No								
2005	83.6%	238	78.4%	236	79.7%	236	53.8%	234
MH+SUD: Yes								
2005	90.0%	1015	84.0%	1019	88.8%	1022	79.2%	1009

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Have People with Whom to Do Enjoyable Things</i>								
MH+SUD: No								
2005	83.5%	206	76.8%	203	76.2%	206	52.9%	206
MH+SUD: Yes								
2005	89.7%	1035	84.1%	1036	87.4%	1036	74.8%	1026

	General		Access		Appropriateness		Outcome	
	%	N	%	N	%	N	%	N
<i>Moved in Past Six Months</i>								
MH+SUD: No								
2005	87.6%	484	81.6%	485	86.2%	486	74.9%	478
MH+SUD: Yes								
2005	89.8%	754	84.0%	755	87.7%	755	74.6%	749

Table D-4: Outcomes - Change in Arrest History

Number of Arrests	All Consumers		MH/SUD	
From 2004 to 2005:	N	%	N	%
Of those persons arrested 12-24 months prior to the survey, the number who reported that they had been arrested in the past 12 months.	1122	46.1%	316	46.8%

APPENDIX E
INTERNET RESOURCES

Internet Resources

- ❖ National Association of State Mental Health Program Directors (NASMHPD): <http://www.nasmhpd.org>
- ❖ National Technical Assistance Center (NTAC) for State Mental Health Planning: <http://www.nasmhpd.org/ntac.cfm>
- ❖ National Association of State Mental Health Program Directors Research Institute: <http://www.nri-inc.org/>
- ❖ National Institute of Mental Health (NIMH) home page: <http://www.nimh.nih.gov/>
- ❖ Substance Abuse & Mental Health Services Administration (SAMHSA): <http://www.samhsa.gov/>
- ❖ Center for Mental Health Services (CMHS) Home Page: <http://www.mentalhealth.samhsa.gov/cmhs>
- ❖ The Evaluation Center @ HSRI: <http://tecathsri.org>
- ❖ National Alliance for the Mentally Ill (NAMI): <http://www.nami.org>
- ❖ National Mental Health Association (NMHA): <http://www.nmha.org>
- ❖ National Association of State Alcohol and Drug Abuse Directors <http://www.nasadad.org/>
- ❖ SAMHSA's National Mental Health Information Center: www.mentalhealth.samhsa.gov
- ❖ Department of Health & Human Services: <http://www.os.dhhs.gov/>
- ❖ National Mental Health Services ' Knowledge Exchange Network: <http://www.mentalhealth.org/>
- ❖ Mental Health Statistics Improvement Program (MHSIP): <http://www.mhsip.org/>
- ❖ Mental Health Related Federal Agencies:
 - FedWorld Information Network: <http://www.fedworld.gov/>
 - Library of Congress World Wide Web: <http://www.loc.gov>
 - National Center for Health Statistics: <http://www.cdc.gov/nchs>
 - National Clearinghouse for Alcohol & Drug Information: <http://ncadi.samhsa.gov/default.aspx>
 - National Committee for Quality Assurance (NCQA): <http://www.ncqa.org/>
 - National Institute on Alcohol Abuse and Alcoholism <http://www.niaaa.nih.gov>